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First Annual Report

1975-1976

The Ombudsman | Ontario



The Ombudsman | Ontario

First Annual Report

1975-1976

"Notwithstanding what I feel have been our monumental efforts to publicize the Office of Ombudsman and to familiarize the people with its function, there remains a large number of people still unaware of what it is all about. There was a recent TV documentary that dealt with the role of the Ombudsman. An enterprising cameraman from CFPL-TV went out on the main street of London, Ontario, and spoke to a total of 15 people he selected at random. He asked two questions: 'What is an Ombudsman?' and 'Who is Ontario's Ombudsman?' In response to the first question one gentleman replied: 'I think he is a fellow who fixes up automobile accident cases' but at least he had the decency to add: 'But they have to be very serious automobile accident cases'. A lady was then approached and when she was asked: 'Who is Ontario's Ombudsman?' she thought carefully for a few seconds and then said: 'I can't tell you. I know they were trying to get a fellow named Shulman but he turned it down'."

Excerpt from an address delivered by
Arthur Maloney to the Ontario Federation
of Agriculture, Hamilton, on November 30th,
1976.




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ARTHUR MALONEY, Q.C.

 The Ombudsman | Ontario

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January 10, 1977.

The Speaker,
Legislative Assembly,
Province of Ontario,
Toronto, Ontario.

Dear Mr. Speaker:

I have the honour to present the First Annual Report of the Ombudsman for the period 1975 - 1976. This report is submitted pursuant to Section 12 of The Ombudsman Act.

Copies of this report in the French language will be available in the near future.

Yours very truly,



Arthur Maloney.

AM:RL

 L'Ombudsman | Ontario

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10 janvier 1977

Monsieur le Président,
L'Assemblée Législative,
Province de l'Ontario,
Toronto, Ontario.

Monsieur le Président,

C'est un honneur pour moi de vous présenter
le Premier Rapport Annuel de l'Ombudsman pour la période
1975 - 1976. Ce rapport vous est soumis conformément à
la Section 12 de La Loi de l'Ombudsman.

La version française de ce document sera disponible
dans un avenir rapproché.

Bien à vous,



Arthur Maloney

AM:RL



The Gryphon

Symbolic of the law, The Ombudsman's GRYPHON comes to us from ancient mythology, and is alluded to in the Scriptures.

The Biblical counterpart of the Gryphon — THE CHERUBIM — guarded the entrance to Eden.

In Hellenic mythology, the Gryphon was a sacred beast of the Goddess "Nemesis" as an offspring of a lion and an eagle and, with its resultant capacity for swiftness and strength, it sped forth to avenge arbitrary acts upon man.

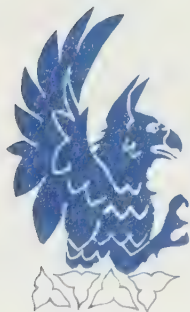
With the Gryphon drawing the chariot of the Golden Sun God "Apollo", this came to represent justice and moderation.

All these qualities, as well as the modern symbolism which depicts the Gryphon as the Guardian of the Rights of Man, are embodied in the marke as chosen by the Ombudsman for the Province of Ontario.

It suspends over four representations of the floral emblem of Ontario. . . "The Trillium".

- ✧ One Trillium represents our Native people
- ✧ One Trillium represents our people of French origin
- ✧ One Trillium represents our people of Anglo-Saxon origin
- ✧ One Trillium represents our people of other Ethnic origins

and thus "THE OMBUDSMAN" represents protection for the Social Rights and Cultural Integrity of all.



Le Griffon

Symbole de la loi, le GRIFFON de L'Ombudsman nous parvient de l'ancienne mythologie; les Ecritures saintes y font également allusion.





Dans la Bible, l'équivalent du Griffon — LE CHERUBIN — gardait l'entrée au Paradis.

Le Griffon, dans la mythologie grecque, était le monstre sacré de la déesse Némésis. Créature fabuleuse dotée du corps du lion et de la tête et des ailes de l'aigle, elle possède donc la force de l'un et la vitesse de l'autre, et est prompte à venger l'homme victime d'une action arbitraire.

C'est ainsi que l'image du Griffon tirant le char du dieu du soleil flamboyant, Apollon, représente la justice et la modération.

Toutes ces qualités associées au symbolisme moderne, sont représentées par le Griffon, gardien des droits de l'homme, et l'emblème choisi par l'Ombudsman de l'Ontario.

Il domine quatre trilliums, emblème floral de l'Ontario.

-  Un trillium représente notre population autochtone
-  Un trillium représente notre population d'origine française
-  Un trillium représente notre population d'origine anglo-saxonne
-  Un trillium représente notre population d'autres ethnies

et, par conséquent, "L'OMBUDSMAN", protecteur du citoyen, défend les droits sociaux et l'intégrité culturelle de tous.

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CHAPTER ONE

CHAPTER I

Introduction

I am proud to present the first annual report of the Ombudsman.

It will be recalled that when my nomination as Ombudsman was announced on May 22nd, 1975, it was originally intended that I should be officially sworn in at the beginning of September, 1975, but the decision to call an election intervened and the swearing in was postponed until October 30th, 1975, after the newly elected members of the Legislature had themselves been sworn in. In the period between May 22nd, 1975, and October 30th, 1975, I terminated my law practice and also unofficially executed the functions of Ombudsman. The period covered by this report, therefore, commences on May 22nd, 1975.

Insofar as the report refers to any of the cases that came before the Ombudsman for review and recommendation, a cut-off date of July 10th, 1976, was decided upon. This was the date The Ombudsman Act was officially proclaimed in 1975. These cases and the results arrived at in each case are dealt with in Chapters Seven and Eight of this report. The larger group in Chapter Seven are capsule descriptions that describe the nature of the complaint and the result arrived at. Chapter Eight, on the other hand, refers to a smaller group of cases but outlines them in

greater detail. These cases describe the rather wide cross-section of citizens who come to the Ombudsman for help from every walk of life and every strata of society, and they also show the wide variety of problems, some much more complex than others, that come before the Ombudsman for review. While the reported cases to be found in Chapters Seven and Eight were subject to a cut-off date of July 10th, 1976, the report otherwise will try to give the members of the Legislature and the public as up-to-date an account of our activities as possible. Statistics showing the total number of cases dealt with and the agencies to which they relate have a cut-off date of October 31st, 1976. Particulars concerning the private hearings and the tours of the Ombudsman and his staff around the province are subject to a cut-off date of December 9th, 1976

Insofar as those cases are concerned that were closed after July 10th, they will be the subject of an interim report which will be filed in May, 1977. I have taken the liberty of interpreting the requirement of The Ombudsman Act that I file an annual report as being a minimum requirement and that I am therefore not precluded from filing reports in special cases as I see fit--as I did in the North Pickering Project--or from filing interim reports, as I propose to do next May.

Although the birth and establishment of any new office is bound to be accompanied by normal--and sometimes extraordinary--labour pains, the Office of the Ombudsman not only has survived its first months of existence but also has dealt with 10,587 citizen inquiries and complaints as of July 10th, 1976, and a total of 14,027 as of October 31st, 1976.

The following table spotlights some of the statistical data contained in this report, but, of course, numbers cannot tell the complete story. Behind every figure is an individual with a grievance requiring solution.

HIGHLIGHTS

May 22, 1975 - July 10, 1976
(bracketed figures to October 31, 1976)

--5,318 (7,176) complaint files opened	Of the closed complaints *
--3,714 (5,330) complaint files closed	--2,057 (3,022) involved Ontario Government Ministries or Agencies
--5,269 (6,851) informal inquiries received and dealt with	--1,004 (1,357) involved private agencies, firms or individuals
Of 3,714 (5,330) complaint files closed	--477 (640) involved municipalities and local police forces
--2,140 (2,915) were outside jurisdiction	--354 (475) involved federal government departments and agencies
--449 (667) were premature	
--954 (1,450) were within jurisdiction	*Some complaints involved more than one organization or agency.
--86 per cent of all complainants received assistance	

As this chart shows, a large number of complaints brought to our attention were beyond the Ombudsman's present jurisdiction to solve; for example, complaints against municipalities, universities and many other bodies financed either in whole or substantial part by the Provincial Government. These account

for approximately 1,000 or 20% of the total number of closed cases and help to account for the fact that I have said from time to time that the Legislature should be urged to give the Ombudsman jurisdiction to deal with such cases. In addition, a number of complaints were brought to us that involved grievances by one citizen against another or against a private corporation, as well as complaints against judges or lawyers and complaints against the Federal authority. Whatever the reason for a particular case being outside the Ombudsman's jurisdiction, and even though for that reason my staff and I are unable to fully help those with such problems, we make every effort to ensure that no one coming to the Ombudsman for help leaves without having his or her situation carefully and impartially reviewed. This is a reflection of the Legislature's desire that even people with complaints falling outside the Ombudsman's jurisdiction receive all the assistance we can give them. During debate in the Legislature on The Ombudsman Act, several M.P.P.'s expressed the hope that we would not turn a deaf ear to people whose problems were not within our jurisdiction, and we have made every effort to follow the Legislature's wishes.

Of course, we are able to assist the vast majority of people who bring their problems to us, thanks in large part to the competent, informed and dedicated Ombudsman's staff which serves Ontario's 8 1/3 million citizens. Without them, our historic and productive first year would not have been possible. Chapter Four of this report contains brief biographical sketches of our senior staff.

Establishment and Organization

In Chapter Two, I have outlined in detail the long road travelled by several interested individuals to achieve the goal of an Ombudsman's office in Ontario - a goal which was reached on March 11, 1975, when the Speech from the Throne promised the appointment of an Ombudsman "as a safeguard against the growing complexity of government and its relationship with the individual citizen".

Within weeks of that announcement, and even before anyone had been nominated as the province's Ombudsman, the first complaint from a citizen was received.

That complaint marked the beginning of an avalanche of written and verbal requests for the Ombudsman's help - a flood of inquiries and grievances which, during the 14-month period to July 10th, 1976, totalled 10,587 separate citizen contacts with my office, and which as of October 31st, totalled 14,027.

Faced with this tremendous response from the people of Ontario toward the Ombudsman concept, I embarked on my immediate task which was to organize the office to ensure that complaints would be handled as efficiently and as effectively as possible. At the same time, I was conscious of the need to avoid developing a structure which would appear to be as faceless as the impersonal bureaucracies my office was designed to oversee. On the other hand, it had to be strong enough to endure and to stand the test of time.

I thus was faced with a dual responsibility in the first year of our operations - the responsibility of dealing with thousands of requests for help on the one hand, and creating out of nothing and otherwise structuring the Office of Ombudsman on the other. There will probably be a difference of opinion as to which of the two responsibilities deserved priority. Rightly or wrongly I tried to give them equal billing. It will be for the public to say whether we have accomplished our objectives - the one, more immediate, that involved dealing efficiently with the complaints as they came in; the other - a good deal more far-reaching - the establishment of an office that would endure for a long period of time; because so far as I am aware no ombudsman operation, once commenced, anywhere in the world has ever been discontinued.

Shortly after being nominated as the province's first Ombudsman, I commissioned a study of ombudsman operations around the world so that I could build on the foundation already in existence and adapt that to the specific needs of Ontario. That blueprint of the Office of the Ombudsman, which is discussed later in this chapter, will be made public early in 1977.

Upon my nomination, however, more immediate problems had to be solved.

My first concern, of course, was to handle the complaints which came to me even before the legislation establishing the office had been passed, and with the help of a small, but enthusiastic initial staff, we set up a procedure for dealing with these first numerous complaints and inquiries.

At the same time, we sifted through hundreds of applications in our quest for an Ombudsman's staff which would not only

have a variety of work backgrounds, but which would also include a diversity of ethnic origins and language skills.

Another immediate challenge was to arrange for interim finances and to locate suitable accommodation for the office, one that would be easily accessible and yet separate from the many government buildings in downtown Toronto.

While all this activity was taking place, I was also winding up my law practice and giving numerous interviews and speeches to help publicize the new office being created by the Ontario Government.

I should add that the success of our first year was aided by a series of working luncheons and dinners which I and senior members of my staff gave in the summer and fall of 1975 for M.P.P.'s and senior civil servants. The rapport and lines of communication which were established at those meetings have been a great help in resolving complaints.

Chapter Three of this report shows, in my view, the satisfactory arrangement we have achieved in organizing the Office of the Ombudsman in such a way that we are accessible and we are able to provide a suitably rapid and confidential service to those seeking our help.

We are proud of what has been created since May 1975, when starting with nothing, we embarked on the task of creating an operation that was brand new and totally unique in the Province's history. I have reason to be grateful to my counterparts in the other provinces of Canada, with all of whom I conferred from time to time, and who were unstinting in the help they gave. Ontario, of course, required the Ombudsman function that was

suited to its own particular characteristics - its larger population, including not only its francophone population but its multi-lingual and multi-cultural character, its huge land mass, its enormous annual budget, its immense civil service, its large number of penal institutions and psychiatric institutions, and its many large urban centres such as Sarnia, Chatham, Kingston and several others.

One of the early important steps in the evolution of the Office was the appointment of a Select Committee on Guidelines for the Ombudsman. Its Chairman was Vernon Singer, M.P.P. and its members otherwise were Messrs. Grossman, Lawlor, Hodgson, Norton, Reid (Rainy River) and Renwick. Details relating to this Committee are contained in Appendix "A" to this report.

The Ombudsman's Office

About 80 per cent of the complaints we receive come to us through the mails. Another 10 per cent are received when individuals visit our Toronto office, and the remaining 10 per cent come to us during our public and private hearings throughout the province.

Here, in an abbreviated form, is how complaints are usually handled:

The first thing to determine is whether a complaint falls within my jurisdiction. Generally, I can investigate almost any decision made by an Ontario public servant, but there are many areas of government which, under The Ombudsman Act, fall outside my terms of reference.

Decisions made by the Cabinet, or committees of Cabinet, the actions of judges and the functions of the courts and decisions made by municipal governments or by the federal bureaucracy, for example, are outside my jurisdiction.

The fact that a complaint is out of my jurisdiction, however, does not lessen the obligation I have been given by the Legislature to assist every person coming to the Ombudsman for help. About 90 per cent of the complainants with problems outside my jurisdiction as of October 31st, 1976, were given information or advice, or referred to an agency which could help them.

At the end of Chapter Eight, which gives detailed summaries of cases we found to be of particular interest, I have included examples of the types of letters we send to complainants who come to us with problems outside our jurisdiction. As these letters show, I believe we have a responsibility to guide such complainants to places where we think they can be helped.

Before any action is taken on an individual complaint, therefore, members of my legal and research staff must determine whether it is within my jurisdiction.

During our first year, understandably, we spent a great deal of time determining jurisdictional questions and, because the type of research we were doing was unique in the Province's history, we made every effort to ensure that these basic decisions were the right ones. Of course, such intensive study delayed the processing of some complaints, but we are now in a position to make jurisdictional judgments more quickly and accurately based on the experience and knowledge gained during our first year.

When we conclude that a complaint is within our jurisdiction, the file is given to one of our investigators, whose role is to look into the merits of the complaint through interviews with the complainant and government officials as well as through research into appropriate government files, statutes and regulations.

The investigator's job, of course, is not that of a judgmental inquisitor. Until he or she has thoroughly reviewed all the relevant material, the investigator maintains an impartial posture - one that aids in uncovering as many facts as possible before deciding on the merits of a case.

Once this phase of the complaint's journey through our office is complete, the investigator prepares a report (including, if appropriate, one or more recommended courses of action) which my senior staff and I review.

Originally, these reviews, or case conferences, involved all of my senior staff and me in a comprehensive review of each case, and usually, the investigator involved with the case also attended the conference.

With the growing volume of complaints, however, this type of review had to change and the majority of the cases are now reviewed by me, the Director of Investigations, the investigator in charge of the case and also a member of the legal staff. Where I regard a case as presenting a particular problem, or being of some complexity, I set it aside to be dealt with at a conference of all the available senior staff.

If, after a thorough discussion at either type of conference, we agree that the government action complained of

was correct, appropriate letters are sent both to the complainant and to the governmental branch involved. The complaint file is then closed.

In many cases, by the time the review is held, our staff has been able to effect a compromise solution between the complainant and the government. In those situations, provided we do not feel that further action is necessary, we close the file.

When we decide that a citizen's grievance is valid, we recommend a course of action to the government agency which will rectify the situation. In cases where the government agency agrees with our suggestion, the complainant is notified and the case is considered concluded.

However, if the government agency rejects our recommendation, I must then decide whether to refer the matter to the Premier and then, possibly, to the Legislature.

This is the course that was followed in relation to the North Pickering cases that were brought to us by some former landowners in that area. As a direct result, a Select Committee of the Legislature was appointed. Its terms of reference are as follows:

To review from time to time the reports of the Ombudsman as they become available, to report thereon to the Legislature, and to make such recommendations as the Committee deems appropriate; reports and recommendations of the Committee to be placed on the Order Paper for discussion after presentation.

The Select Committee is constituted as follows:

Mr. J. A. Renwick, Q.C., M.P.P. (N.D.P.) - Chairman
Mr. M. Davison, M.P.P. (N.D.P.)
Mr. L. Grossman, M.P.P. (P.C.) - Vice-Chairman
Mr. W. Hodgson, M.P.P. (P.C.)
Mr. K. Norton, M.P.P. (P.C.)
Mr. H. O'Neil, M.P.P. (Lib.)
Mr. R. F. Ruston, M.P.P. (Lib.)
Ms. G. Sandeman, M.P.P. (N.D.P.)

Counsel to the Select Committee is John Bell of the law firm of Shibley, Righton & McCutcheon.

This Committee has already met to consider my report on the North Pickering situation, and it ended its considerations of that report after a compromise was worked out between me and the Minister of Housing as to how the matter should be dealt with. The details of this compromise are shown in Appendix "B".

Of special significance in the creation of the Select Committee was the jurisdiction it was given to review not only the North Pickering report but also to deal with all the Ombudsman's future reports. This gives the Ombudsman a direct and effective channel of communication with the Legislature as a whole and will enable the Legislature to deal more effectively with all future Ombudsman reports than might otherwise have been the case.

Of necessity, this summary of how complaints are handled has been brief. A full explanation of our procedures is contained in Chapter Three.

Earlier, I mentioned that 10 per cent of our complaints during the first year came from individuals who attended the 46 public and private hearings we held throughout the province to December 9th, 1976.

These hearings were undertaken as a result of concerns raised in the Legislature that neither my staff nor I should forget the millions of citizens who live outside Metropolitan Toronto and who do not have easy access to the Ombudsman's office.

As a result of those concerns, we designed our hearings with three considerations in mind. First, we wanted the people outside of Ontario's largest urban area to know that we existed and the purpose for which we were established. Second, we wanted as much citizen involvement as possible in our first-year task of deciding how best to structure the Ombudsman's operation.

Third, we wanted to have an intimate knowledge of the individual and often unique problems encountered by people living in the province's rural areas as well as in its small and medium-size urban centres.

Without doubt, these hearings and discussions accomplished their goals and they confirmed the decision I had made to create a special department in the Ombudsman's office to deal specifically with complaints relating to rural Ontario, agriculture, and complaints by municipalities against the Provincial Government. This department is also responsible for handling complaints from Ontario's native people.

The public and private hearings, more often than not well-attended, also supported in my mind the decision I made to establish another special department - one which would deal with complaints from inmates in the province's correctional institutions as well as with problems involving involuntary patients

in Ontario's mental institutions. These citizens, whose daily lives are controlled by government officials, were singled out by the Legislature for special mention in The Ombudsman Act, in that letters from inmates or involuntary patients are to be forwarded to my office unopened.

Considering that there were more complaints in our first year involving these institutional areas than related to any other government operation, we felt it necessary to establish a specialized and expert team within the office to deal with grievances from these sources.

There are many complaints which do not require formal notification to the Ministry in order for us to resolve them. In many cases we are able to resolve the problem informally without a full investigation.

This explains why a particular Ministry or agency of the government may not be aware of the total number of grievances against it.

As Table 8(i) in Chapter Six shows, for example, there were 2,057 such complaints up to July 10th, 1976, but only 1,173 involved contact between the Ministry or agency and the Ombudsman's office.

This informal working relationship is in the best interests of the complainant in that we are able to act promptly and expeditiously on his behalf. We thus avoid the delay that would arise if all of the formalities called for by the Act, in every case where a full investigation is required, were needed.

This is also of great advantage to the Ministries, boards or agencies of the provincial authority because of the time that they are saved.

I should point out that in cases where we find a complainant who has not exhausted all existing remedies, we are precluded under The Ombudsman Act from investigating the situation until he does. We do, however, provide these complainants with detailed information about the remedies available and invite them to contact us again should those avenues of redress fail to result in a satisfactory solution.

The Complaints

The statistical section of this report is contained in Chapter Six. The comprehensive statistics are determined as of the cut-off date July 10th, 1976. In addition a less detailed breakdown is offered for the period July 11th to October 31st, 1976.

About 58 per cent of the complaint files dealt with and closed as of July 10th fell outside our jurisdiction (2140). Another 449 files were brought to our office prematurely and would fall within our jurisdiction, if, as, and when existing alternative remedies by way of appeal have been exhausted and the result achieved has not proved satisfactory to the complainant. Three hundred and thirty-seven citizens complained about matters under the control of municipal governments and we were unable to act on another 67 complaints because they were based on decisions made by the Cabinet or a Cabinet committee.

Another 356 complaints dealt with court decisions or

individual judges; 988 related to citizens and their dealings with private firms or other individuals, 363 dealt with actions taken or not taken by the Federal Government, and 29 properly belonged to other provinces.

Of this total group of 2,589 complaints, which includes premature complaints, we assisted the complainants in 2,383 or 92 per cent of the cases either through a specific referral to an agency which would help them (926), or through making inquiries on the complainant's behalf (645), or by giving general advice (581), or by explaining the complainant's circumstances (217).

The remaining 220, or 8 per cent, were not dealt with either because the grievance was abandoned or withdrawn by the complainant.

(For the period July 11th, 1976, to October 31st, 1976, 22% of closed complaints were found to be in the premature category.)

Dealing with the number of closed complaints against the various provincial ministries (2414), there were 1177 directed against the Ministry of Correctional Services. Seventy related to the Ministry of the Attorney General and 358 to the courts. If we include grievances against the Ministry of the Solicitor General and the Ontario Provincial Police (48) the total number of complaints relating to the provincial justice system is 1653 and accounts for almost 66 per cent of the total complaints closed as of October 31st, 1976, in this category (Ontario Ministries). If one adds to these figures the number of complaints against lawyers (175) and municipal police (154), it becomes increasingly apparent that complaints in the area of

the administration of justice form a very substantial bulk of the work in the Office of the Ombudsman. Insofar as complaints relating to individual judges are concerned, no one has jurisdiction to deal with them except the appropriate Federal or Provincial Judicial Council. Complaints against lawyers can be dealt with only by the Law Society of Upper Canada. As Chapter Three explains, the Law Society is not a governmental organization under The Ombudsman Act. The actions of lawyers and the administration of the Legal Aid Plan are therefore outside the Ombudsman's jurisdiction.

Of the 584 complaints against government agencies as of October 31st, 1976, The Workmen's Compensation Board accounted for 349 or 60 per cent of the total.

As has been pointed out, the detailed statistics in Chapter Six are subject to the cut-off date of July 10th, 1976 but as is evident from the table at the end of this introduction, the pattern of closed complaints, which includes the administration of justice and the Workmen's Compensation Board, has not altered as of October 31st, 1976.

It is understandable that these two areas should prove to be the source of most complaints from Ontario's citizens against governmental organizations.

In the case of the justice system, often what is at stake is nothing less than an individual's freedom. This is especially true regarding the hundreds of complaints from inmates in the province's correctional system because although many grievances may appear to be small or trivial to outsiders, they are magnified beyond ordinary proportion because of the

extraordinary daily control exercised over inmates' lives by government officials.

The Workmen's Compensation Board is in a somewhat similar position in that its decisions directly and intimately affect the day-to-day lives of thousands of Ontario's working men and women who have suffered temporary and sometimes permanent injuries during their employment.

Comments

As a former practising criminal lawyer, I am naturally disturbed that almost 70 per cent of all complaints against Ontario government ministries involve the province's justice system. I detect an unawareness on the part of the public as to the procedures they should follow in asserting their grievances against the operation of the courts, or against lawyers or judges. Until the public becomes better informed as to its rights to lodge complaints with the Law Society regarding lawyers, or the Judicial Council, which deals with complaints against judges, or to the Ministry of the Attorney General, which is responsible for the functions of the courts, the Ombudsman's Office will continue to refer such complaints to the appropriate agency.

In the meantime, my report on the province's correctional system, which will be released early this year, will contain specific and helpful recommendations. Since that report is in its final stages of preparation I will not comment on the concerns of inmates or of correctional officers at this stage other than

to say that one of the main sources of grievance in Ontario's penal institutions relates to the conditions of overcrowding.

The size of the prison population is determined by the Courts. It is encouraging to see that leading jurists are advocating the imposition of prison terms only in cases where it is deemed necessary for the protection of society. Early disposition of charges against hardened criminals so as to take them out of the ordinary jail population, plus a generally more expeditious disposition of cases involving prisoners in custody awaiting trial, will also do much to alleviate the problem of overcrowding. I will have more to say about this subject in my report on the correctional system.

With regard to complaints involving the Workmen's Compensation Board, which, up to October 31st, 1976, accounted for 602 of all grievances against government agencies or boards, I am concerned to see that the great majority of them are, under The Ombudsman Act, premature.

My office must classify them this way because, under the Act, I cannot investigate any complaint until the complainant has exhausted all existing appeal procedures.

Unfortunately, notwithstanding the Board's efforts to inform injured workers of their appeal rights, it is evident that hundreds of claimants find the current procedures so complex and confusing that they cannot, on their own, exercise their rights.

In light of this situation - one which imposes an additional hardship on citizens who have already suffered injury -

I recommend that officials of the Workmen's Compensation Board review the methods now being used to inform claimants of the board's appeal procedures with a view to simplifying them as much as possible.

Currently, claimants are given advice by two Workmen's Compensation Board advisors. Without detracting from the undoubted efforts they have made in discharging their duties, however, the fact remains that they are employees of the Board and their offices are within the Workmen's Compensation Board headquarters.

I recommend that the Board members consider an alternative to the present system - that is, the establishment of a procedure that would allow claimants to be represented by legal counsel during the appeal processes.

Since hundreds of injured workers already have problems in even understanding the method by which they can launch an appeal, it seems probable that many claimants may also experience difficulties in presenting their cases before the appeal tribunals - bodies composed of board officials who are well-versed in the provisions of and proceedings under The Workmen's Compensation Act.

Naturally, injured workers lack the expertise of these officials, and it is my recommendation, therefore, that the Board look into the possibility of providing, at its expense, a duty counsel type of representation for claimants as they move through the appeal process.

Their offices should be located in the same building as the Workmen's Compensation Board, but they should be located

on a floor totally independent of any Board offices.

To preserve the independence of the legal advisors' operation, I also recommend that in carrying out this suggestion, a roster of lawyers trained in the field of Workmen's Compensation be designated and that they act in the capacity of duty counsel, much as is now the case under the Ontario Legal Aid Plan. The compensation they receive should be somewhat higher than that paid to duty counsel under the legal aid plan.

Case Summaries

Chapters Seven and Eight of this report show a detailed breakdown of 3,714 files dealt with and completed by our office from May 22nd, 1975, to July 10th, 1976. (A similar breakdown will be given in future reports, beginning with our interim report in May, 1977.)

In Chapter Seven, we have provided capsule outlines of the complaints received against the various government ministries and agencies as well as against private firms, lawyers, judges, municipalities, and the Federal Government. A brief explanation of how the grievances were resolved is also given.

Chapter Eight gives a more thorough examination of cases we considered to be significant. Among them are situations such as:

--The resolution of a complaint by the parents of a 17-year old youth who was unjustly convicted of contempt of court by a Provincial Court Judge. Through the efforts of the Ombudsman and with co-operation of the Ministry of the Attorney-General

the parents were reimbursed by that Ministry for the legal expenses they incurred when they successfully fought the conviction in the Court of Appeal. (Included under the heading, "Ministry of the Attorney-General")

--The release from jail of a 17-year old girl who was remanded into custody for three weeks by a Provincial Court Judge to await sentencing after her plea of guilty to possession of hashish. When the Ombudsman was informed of the case, he advised the girl's lawyer to launch an appeal and thereby obtain her release on bail. The Provincial Court Judge, in a letter to the Ombudsman, criticized the Ombudsman's intervention, but the Ombudsman defended his action and brought to His Honour's attention other criminal cases where bail was successfully obtained for clients remanded into custody to await sentence "for an unusually long period of time". The trial judge subsequently imposed a fine of \$1,000. Her co-accused, who had a criminal record and who was found guilty of possession of hashish for the purpose of trafficking, was given a suspended sentence and placed on probation. (Included under the heading, "Ministry of the Attorney-General")

--The rejection of the Ombudsman's recommendation that boats purchased for use as homes be exempt from provincial sales tax. The Treasurer of Ontario said that he and his officials could not see the logic in the Ombudsman's recommendation, which came as a result of a boat purchaser being charged the tax

as though the boat was to be used for pleasure purposes only, when, instead, he intended to use it as his principal residence. (Included under the heading, "Ministry of Revenue")

--The problem of a cottage-owner who was told to relocate his cottage or have it removed by government authorities. After owning the cottage for eight years, the owner had discovered from the local Registry Office that the building was on Crown land. He was repeatedly refused permission to buy or lease the land from the government. When the Ombudsman intervened, the government agreed to survey the property, and that survey revealed that the cottage was not on Crown land. The owner was spared the cost and inconvenience of relocation. (Included under the heading, "Ministry of Natural Resources ")

--The reinstatement of a Liquor Control Board of Ontario worker to his former position. The worker had been absent from work for medical reasons and the Board terminated his employment, in the Ombudsman's view, without just cause. The board eventually agreed with the Ombudsman's recommendation that the worker be reinstated at an appropriate salary and with his previous seniority rights intact. (Included under the heading, "Ministry of Consumer and Commercial Relations ")

--The return to a group home of a youth who had been unjustly accused of stealing \$75 and transferred to a juvenile training

school. Through the intervention of the Ombudsman, the youth was returned to the group home and he was subsequently exonerated of the \$75 theft. (Included under the heading, "Ministry of Correctional Services.")

--The payment of an \$8,000 grant to a doctor who had agreed to practice family medicine in a Northern Ontario community, which the government had designated as a medically under-serviced area. The doctor was promised the grant in 1973, but after he began his practice in 1974, the Ministry of Health refused to pay him the \$8,000. Shortly after the Ombudsman formally notified the Ministry of his intention to investigate the matter, the grant was paid. (Included under the heading, "Ministry of Health.")

--The resolution of a lease dispute between a cottage owner and the government regarding property leased by the owner in a provincial park. Other lessees in the same park had been granted options to renew their leases, but the complainant had not. He had made extensive and costly improvements to the cottage and contended that he, too, should be allowed an option to renew his lease. Until the Ombudsman intervened, however, the government said there could be no renewal. After the Ombudsman's intervention, the complainant was allowed to renew his lease. (Included under the heading, "Ministry of Natural Resources.")

--The release of a man who had been unjustly returned to

the Mental Health Centre at Penetang. In 1957, he was found guilty of wounding and sentenced to 14 years imprisonment, but his appeal to the Court of Appeal resulted in a new trial. The Ombudsman, in his former role as a defence counsel, acted for the 19-year old youth at the Court of Appeal hearing, and an associate of the Ombudsman was counsel at the new trial in 1958. At that trial, the youth was found not guilty of the charge by reason of insanity and an order was made to detain him at Penetang. Immediately after the verdict, the youth threatened the life of his counsel. (He was dissatisfied at the time with what was, he now admits, the best possible trial result for him and was in a highly emotional state.) He remained at Penetang for 14 years and was released on a day care programme through Toronto's Queen Street Mental Health Centre in 1972. The man was operating successfully under this programme until 1975 when he was abruptly arrested and returned to Penetang. The Ombudsman's investigation revealed that the police, relying on information from an unknown informant, had interviewed the man's psychiatric supervisor and learned of threats against both the Ombudsman and his former associate. The police considered this information serious enough to warrant the man's arrest, but the psychiatrist involved subsequently told the Ombudsman that he did not feel the man intended to carry out the threats. There was obviously a misunderstanding during the conversation between the psychiatrist and the senior police official. Through the Ombudsman's intervention, the man was eventually released from Penetang and returned to the day care programme in which he had been previously involved. (Included under the heading, "Ministry of

Health.")

--The vindication of correctional officers and inmates at the Burtch Correctional Centre in Brantford who had been unjustly named in connection with an alleged sexual attack on another inmate. The 19-year old complainant said he had been raped by two inmates while other prisoners watched, and he also contended that the attacks continued despite warnings that correctional officers were nearby. The inmate subsequently informed Burtch officials of the alleged attack and was placed in the infirmary. Four days later he escaped and was at large for 25 days. During that time, his allegation became public knowledge after he contacted a member of the news media. The Ombudsman's investigation into the inmate's allegation included a review of the man's court hearing on the charge of being unlawfully at large. At the trial, his counsel suggested that the inmate fled Burtch because he feared reprisals from other prisoners for having reported the alleged assault, but the court, after hearing evidence from the alleged assailants and corrections officials, concluded that the inmate had lied about the sexual assault, possibly with the hope of obtaining his instant release from custody. The Ombudsman came to the same conclusion at the end of his investigation and a report was prepared and delivered to the Minister of Correctional Services. Despite the fact that the allegation of assault against other inmates and suggestions of neglect by some correctional officers had been publicly published and broadcast, the Minister refused to make the report public. He said the language used in the report was too explicit and he

also expressed concern about the effect of publicity on the complainant's rehabilitation. The Ombudsman replied that he found the Minister's reason for not making the report public "unconvincing", and also said he would press for an amendment to The Ombudsman Act to allow the Ombudsman, in his discretion, to make public any of his reports if he feels it is in the public interest to do so.

These ten cases, of course, do not reveal the tremendous variety of complaints brought to our office, but they indicate the crucial role the Ombudsman can and does play in resolving citizen-government conflicts.

In my role as Ontario's first Ombudsman, I am mindful of the fact that this office was created by and remains a creature of the Legislature, and I want to take this opportunity to thank the members of that body for their support and encouragement.

Premier William Davis, under whose government the Ombudsman's function was established, ensured that our operation received the fullest co-operation both from his office and from members of his Cabinet, and Opposition Leader Stephen Lewis and Liberal Party Leader Dr. Stuart Smith (who has carried on the encouragement for the Ombudsman concept previously provided by former party leader Robert Nixon), also provided important support during our crucial first year.

In addition, I am very appreciative of the endorsement and help provided to us by almost every M.P.P. regardless of his or her party affiliation.

The fact that my fellow-Ombudsmen often refer matters

to me for investigation and also act as an important link between my office and their constituents, indicates to me that far from usurping the traditional legislator's role of solving individual grievances, the Ombudsman's function has helped to increase the capacity of the M.P.P.'s to serve those whom they represent.

As I mentioned before, and as you will appreciate as you read through Chapter Eight's case summaries, our first year of operation could not have been as successful as it was without the dedication and tireless effort put forward by the Ombudsman's staff who have helped to build our organization into one of the finest citizen protection agencies in the world.

I must add, of course, that both my staff and I have been very impressed by the high calibre, expertise and general level of excellence of the majority of men and women who make up Ontario's civil service. Their willingness, almost without exception, to accept us and to work with us in a spirit of co-operation has made the task of the Ombudsman in carrying out the duties of the office a good deal easier than otherwise would have been the case.

I want to make particular reference to the co-operation we received from the Ministry of Correctional Services. As we had expected, a large number of grievances came to us from inmates in Ontario's various jails and detention centres. Had we encountered any lack of co-operation from this particular Ministry, our work in the past year would have been immeasurably more difficult. The sensitivity of the Ministry to our role and the important part it was able to play in alleviating tension in these institutions is something for which we are most grateful.

Of course, some of our complaints concern problems properly belonging to other provinces, and the help given to us by other provincial Ombudsmen has been of great value.

At the Federal level, Andre Therrien, Commissioner of Penitentiaries, agreed that any mail from Federal inmates addressed to any Provincial Ombudsman, and any mail addressed to Federal inmates from any Provincial Ombudsman would not be opened by penitentiary officials. During our meeting on this matter, Mr. Therrien displayed the utmost co-operation.

We are also grateful for the help we received from officials of the Unemployment Insurance Commission and many other Federal civil servants. The measure of their co-operation in resolving complaints - despite the Ombudsman's lack of jurisdiction to look into actions taken or not taken by the federal bureaucracy is obvious from a reading of the case summaries in Chapters Seven and Eight.

Budget

Under Section 10 of The Ombudsman Act, the salary of the Ombudsman and the expenses required for the operation of his Office were made payable until March 31st, 1976, out of the Consolidated Revenue Fund.

From July 10th, 1975, to March 31st, 1976, the Office of the Ombudsman spent \$1,297,044 of which \$425,000 can be attributed solely to the costs of opening the office. The operating costs for that period, therefore, were \$872,044.

In March, 1976, the Board of Internal Economy recommended that the sum to be assigned to the Ombudsman in the printed estimates be \$2.3 million.

The Select Committee on Justice approved the estimates of the Ombudsman in the amount of \$2.3 million on June 21st, 1976, it being understood that such additional sums as might be required would be obtained by applying to the Board of Internal Economy.

On November 23rd, 1976, the Board of Internal Economy approved supplementary estimates for the Office of the Ombudsman in the amount of \$509,000, bringing the total approved budget for the year ending March 31st, 1977, to \$2,809,000.

A rough breakdown of that amount includes:

Salaries and wages	\$1,710,000
Employee benefits	150,000
Transportation and Communication	276,000
Services	522,100
Supplies and Equipment	<u>150,900</u>
	<u>\$2,809,000</u>

(See Appendix "C" for further particulars concerning the budget.)

The Future

In addition to handling thousands of individual complaints brought to our office, we have also investigated specific areas of government-citizen interaction which generate numerous grievances. Through our in-depth inquiries, we will make recommendations which will, we hope, help to prevent further conflict between individuals and their government. Of course, the complete results of our investigations will be presented to the Government for its consideration.

So far, we have embarked on two major investigations, both concerning the Province's correctional institutions. The

first, which began in November, 1975, relates to conditions in the Province's adult penal institutions. The second investigation began in early 1976 and concerns juvenile training schools.

We undertook the first enquiry at a time when we had received more than 100 individual complaints from inmates concerning over-crowding, a lack of facilities and staff shortages in the Province's jails and correctional institutions. At the same time that these individual complaints were being investigated, the Civil Service Association of Ontario issued a news release voicing many of the same concerns from the correctional workers' point of view. The group predicted that unless immediate steps were taken to defuse what was considered to be a volatile situation, prison riots might break out.

Our second major investigation was prompted not only by complaints from wards and former wards of provincial training schools, but also by the increasing public concern being expressed in the media about this aspect of the juvenile justice system.

Both reports will be presented to the Minister of Correctional Services in early 1977.

It is my firm conviction that the presence of an independent agency such as the Office of the Ombudsman, to which prisoners can address their grievances, has had not only a beneficial effect on the inmates, but also has helped to prevent the eruption of minor incidents into dangerous situations.

Another major project which is nearing completion is the blueprint for the Office of the Ombudsman.

This detailed plan is based on a thorough examination

of the functions of the offices of the Ombudsmen throughout the world, especially insofar as they relate to the specific needs of the Province of Ontario. It is and will be the basis for the organization and operation of the Office during my tenure.

As well, it discusses the role of the Office in its larger aspect and suggests directions the Office might take now and in the future.

An important event that took place in 1976 was the First World Conference of Legislative Ombudsmen which was hosted by the Province of Alberta and held in the City of Edmonton under the direction and chairmanship of Dr. Randall Ivany, the Ombudsman for Alberta.

The members of the Ontario Select committee on the Ombudsman were invited to attend as observers, and Messrs. Davison, O'Neil and Ruston attended.

A group of 13 of the world's Ombudsmen visited the Ontario operation, and Her Honour the Lieutenant-Governor honoured them by hosting a reception. They were also entertained at luncheons jointly hosted by the Premier and the Ombudsman.

After visiting the Ontario Ombudsman's downtown and Queen's Park offices, they spoke highly of the way the Ombudsman function was being carried out in Ontario.

In my next report, I will give a full account of the deliberations at the Edmonton conference as well as details of the visit to the Ontario Ombudsman's office.

Conclusion

The first year of our operation has been an exciting one--a time of organizing, exploring, and above all, helping.

More than 14,000 people turned to us in the short 18-month period ending October 31st, 1976, and it seems certain that the citizens of Ontario have accepted the need for an Ombudsman to champion, when necessary, their individuality in the face of an increasingly complex society.

There is no doubt in my mind that the Office of the Ombudsman will continue to serve an essential role in Ontario and both my staff and I are dedicated to the improvement of our performance on the citizen's behalf in every way.

COMPLAINTS BY ORGANIZATION

<u>Ontario Government</u> <u>Ministries</u>	<u>Number of Complaints</u>		
	<u>May - July</u>	<u>July - October</u>	<u>Total</u>
Agriculture & Food	8	3	11
Attorney-General	56	14	70
Courts	280	78	358
Colleges & Universities	22	12	34
Community & Social Services	71	37	108
Consumer & Commercial Relations	64	21	85
Correctional Services	769	408	1177
Culture & Recreation	3	2	5
Education	24	14	38
Energy	4	3	7
Environment	19	8	27
Government Services	14	12	26
Health	54	23	77
O.H.I.P.	24	12	34
Hospitals	43	23	66
Housing	22	17	39
Industry & Tourism	1	1	2
Labour	11	5	16
Natural Resources	16	13	29
Revenue	29	20	49
Solicitor General	3	3	6
O.P.P.	37	5	42
Transportation & Communications	71	33	104
Treasury, Economics & Intergovernmental Affairs	4	1	5
Totals	1649	765	2414

COMPLAINTS BY ORGANIZATION

<u>Ontario Government</u>		<u>Number of Complaints</u>	
<u>Agencies</u>	<u>May - July</u>	<u>July - October</u>	<u>Total</u>
Children's Aid Society	14	4	18
Civil Service Commission	4		4
College of Applied Arts	9		9
Criminal Injuries Compensation	4	2	6
Human Rights Commission	5	3	8
Labour Relations Board	9	1	10
Liquor Control Board	4	3	7
Ontario Housing Corporation	30	24	54
Ontario Hydro	10	11	21
Ontario Municipal Board	27	14	41
Workmen's Compensation Board	232	117	349
Ontario Agencies Other	31	17	48
Totals	379	196	575
Ontario Government Other	29	4	33
Ontario Government Totals	2057	965	3022
 <u>Municipalities</u>			
Municipalities	352	134	486
Municipal Police	125	29	154
Totals	477	163	640
 <u>Provinces</u>			
Provinces Totals	32	11	43

COMPLAINTS BY ORGANIZATION

<u>Federal Government Departments & Agencies</u>	<u>Number of Complaints</u>		<u>Total</u>
	<u>May - July</u>	<u>July - October</u>	
Air Canada	1		1
Consumer & Corporate Affairs	1		1
Manpower & Immigration	38	5	43
National Parole Board	18	3	21
Post Office	10	4	14
Royal Canadian Mounted Police	13	1	14
Unemployment Insurance Commission	75	24	99
Veteran's Affairs	17		17
War Veteran's Commission	1		1
Federal Government Other	180	84	264
Totals	354	121	475
<u>Private</u>			
Associations/Groups	71	30	101
Doctor-Patient	23		23
Law Society	20	11	31
Lawyer-Client	152	23	175
Medical Association	8		8
Private Corporations	293	83	376
Universities	9		9
Other-Private**	428	206	634
Totals	1004	353	1357
<u>International</u>			
International Totals	4	3	7
Overall Totals	3928*	1616	5544*

* This figure exceeds the total number of closed complaints (3714) (5330) because some complaints involve more than one organization.

** Private Individuals

CHAPTER

TWO

THE BACKGROUND TO THE ESTABLISHMENT
OF THE OFFICE OF OMBUDSMAN IN ONTARIO

The creation of some sort of "grievance commission"¹ or Scandinavian-type Ombudsman institution "to assist the individual in coping with the great bureaucracy of modern government"² was discussed in the Ontario Legislature as early as 1962. In that year's session the issue was raised by the Opposition Liberals and New Democrats, both parties feeling that "deep consideration"³ should be given to this question "because of the ever-growing power of our bureaucracy".⁴

The question of an Ombudsman was not debated seriously, however, until 1965, at which time Mr. Vernon Singer (Liberal - Downsview) introduced a private member's Bill calling for the appointment of a "Parliamentary Commissioner"⁵ to "investigate administrative decisions and acts of officials of the government of Ontario and its agencies, and to define that Commissioner's power and duties".⁶ Mr. Singer stated at that time that his draft Bill was "modelled substantially upon the provisions contained in the New Zealand Bill of 1962, which I have attempted to adapt to the mood of Ontario".⁷ During the debate on second reading of that Bill, Mr. Singer said:

The citizen who feels he is aggrieved should have the opportunity to have an impartial official examine his complaint, and a great deal of concern about government and its size and its impersonality could be done away with if there was such a person or such an office available to explain to the apparently aggrieved citizen that he is not too badly aggrieved at all. On the other hand, and we see many of these

1. All footnote references are contained in Appendix "D".

instances too, if the complaint is warranted the Commissioner would make to the state or to its officials the necessary recommendation so that the situation could be remedied. ⁸

Spokesmen on the government side contended that such an office would be difficult to control, and that it would be just an unnecessary, additional level of bureaucracy with which to contend. One Government member concluded his opposing remarks by suggesting that "such an office would impose a buffer or a filter between the constituent and his member", ⁹ and that it was the members themselves who should handle citizens' complaints. Mr. Singer responded:

The member is limited in his time, in his capacity and in the resources that he has available to him. He has no right other than to ask questions until he is blue in the face . . . he cannot summon anyone before him. He cannot ask civil servant 'X' to come in and say why you did this. He cannot ask for files. He cannot ask for correspondence. And I do not think that an individual member . . . should have this power. ¹⁰

After referring to some questions to which he himself could not get answers, Mr. Singer concluded that:

If there was a Parliamentary Commissioner, and he felt that this type of an investigation was worth pursuing and he was given the powers that I outlined in my Act, he would be entitled to get those answers. He would be entitled to summon those civil servants, to put them on oath if necessary and be able to get at the facts and to bring them before the public. This is what is important about this idea and this theory that we are advancing. ¹¹

Mr. Ken Bryden (N.D.P. - Woodbine) and Mr. James Renwick, Q.C. (N.D.P. - Riverdale) delivered strong supporting speeches in favour of the appointment of an Ombudsman at the same time. However, the Bill died on the Order Paper.

Mr. Singer re-introduced his Bill in the next four sessions of the Legislature and debate, when it took place, was similar to that of 1965. On each occasion the Government declined to take any action, explaining that it was awaiting the conclusion of the investigation into the question of an Ombudsman being carried out as one aspect of the Royal Commission Inquiry into Civil Rights under the chairmanship of the Honourable J. C. McRuer. This Report¹² was published in September, 1969, and it was found to be "lukewarm on the subject of the Ombudsman".¹³ The Royal Commission stated:

We are not convinced that an Ombudsman is one of the most urgent needs in the process of democratic government of the Province. But we do think, to paraphrase the language of Sir Guy Powles (New Zealand's Ombudsman), an Ombudsman would be a useful tool. We cannot put it on any higher basis than that.¹⁴

Without the hoped-for endorsement from the McRuer Report, Mr. Singer's sixth bid to have an Ombudsman's office created during the period of the 1970 session of the Legislature was also unsuccessful.

The headline in the January 22, 1971 edition of the Toronto Daily Star announced: "Wishart Proposes Ombudsman to Help People in Trouble".¹⁵ The accompanying article went on to say:

Attorney-General Arthur Wishart said yesterday he will propose shortly the appointment of a 'commissioner for the people' . . . He said he envisaged the commission being given powers to intercede with government officials all the way up to cabinet ministers . . . the step is necessary because 'bureaucracy has grown so great that it now places great difficulties in the path of the

ordinary citizen who often does not even know where to go to get what he wants' . . . Wishart indicated that he hoped to have enabling legislation ready for submission to the Legislature during the next session. 16

Mr. Wishart's plan, however, was not adopted by the Government, and Mr. Singer's seventh, eighth and ninth Bills met a similar fate. In 1974, Mr. Singer introduced his tenth consecutive "Parliamentary Commissioner" Bill. By this time, six provincial governments already had appointed Ombudsmen - Alberta (1967), Saskatchewan (1972), Manitoba (1970), Quebec (1968), New Brunswick (1967) and Nova Scotia (1970). Again, however, Mr. Singer's Bill failed to attract the support of the government.

Then, on March 11, 1975, Ontario's Speech from the Throne promised the appointment of an Ombudsman "as a safeguard against the growing complexity of government and its relationship with the individual citizen".¹⁷ When the Lieutenant-Governor, Her Honour Pauline McGibbon, reached this point in her speech, Mr. Singer briefly interrupted the customary silence in the crowded Legislature "with solitary desk-thumping".¹⁸ In a subsequent interview, Premier William Davis stated that the proposal was in response to "the concern in the province about there being too much government and being over-governed. Somebody is needed to assist them (the citizens of the province) in their dealings with government."¹⁹

On May 22, 1975, Premier Davis informed the Legislature that "at such time as the necessary legislation is enacted the government will propose for the consideration of this House the

appointment of . . . Mr. Arthur Maloney, Q.C., as Ontario's first Ombudsman".²⁰ Significantly, the leaders of both Opposition parties spoke not only in favour of the creation of the Office of Ombudsman, but in favour of the nominee as well. Mr. Robert F. Nixon (Liberal - Brant), then Leader of the Opposition, noted the "enthusiastic support on all sides for the gentleman who is going to be put forward as the Ombudsman on the recommendation of the government".²¹ Mr. Stephen Lewis (N.D.P. - Scarborough West), Leader of the New Democratic Party, also congratulated the Premier on the appointment.

By way of outlining the function of this new office, after reviewing the history of earlier legislation in the field of Civil Rights, Premier Davis said on this same occasion that:

as society and government increase in complexity, it becomes apparent that a number of complaints with regard to administrative matters are not within the ambit of the earlier legislation. Accordingly, we have concluded that if we are to achieve our goal of ensuring the rights of the individual in this area, the office of Ombudsman will be a necessary additional tool to the already extensive programme for the protection of civil rights which exists under the law of this province. 22

On May 27, 1975, the Honourable John Clement, Provincial Secretary for Justice, introduced for first reading Bill 86, An Act to provide for an Ombudsman to investigate Administrative Decisions and Acts of Officials of the Government of Ontario and its Agencies, the short title being The Ombudsman Act, 1975.

Debate on the second reading of Bill 86 commenced on June 10, 1975, and continued until June 19, 1975. Again, it is not without importance that every member who participated in

that debate unanimously supported the creation of the office and the nomination tendered by the Government. In addition, members who spoke in the course of the debate made carefully considered suggestions regarding the organization of the office in Ontario and a number of those who participated expressed the hope that in establishing his office Mr. Maloney would have reference to their remarks.

A particular concern to a number of members, and one expressed by Mr. Singer,²³ was that the province of Ontario is pluralistic in its make-up; not only is it a component of a country that in its origin was bilingual and bicultural - and the francophone presence in the province should be duly respected and recognized in the eventual staffing of the office - but it is also made up of people of many races, colours, creeds and occupations. The Ombudsman, he said, should specifically endeavour to ensure that his office is staffed such that those with a linguistic facility in a language other than English or French would be able to communicate with the office in the language of his or her preference. As a result of these comments, the office includes staff members with a fluent linguistic capacity in 17 languages other than English. (A summary of the staff's language skills is contained in Appendix "E".)

Another item of concern expressed by Mr. Singer²⁴ and others was that while the statute provides that complaints must be in writing, it was his hope that the Ombudsman would not be overly rigid about that particular requirement, but might provide assistance to those who have difficulty drafting a formal complaint. By way of response there has been established within the

Ombudsman's office a Directorate of Interview Services which ensures that those who come to the office in person rather than sending a letter may rest assured that their complaints will be reduced to writing for them.

Another recurring theme during the debate was that the Ombudsman should bear in mind that he is the Ombudsman for the entire province of Ontario. That is to say, while his head office is in Toronto, he must always bear in mind that there are millions of citizens of the province to whom Toronto is not easily or realistically accessible. Accordingly, the Ombudsman and his staff should ensure that they make themselves available to those who would otherwise find it inconvenient in the extreme to visit the Ombudsman's office. Specifically, Mr. James Renwick, Q.C. (N.D.P. - Riverdale) recommended the establishment of regional branches throughout Ontario²⁵ and Mr. Patrick Reid (Liberal - Rainey River) added that "Northern Affairs Officers might be an adjunct to a branch office scheme".²⁶ Mr. George Samis (N.D.P. - Stormont) said that regular tours should be made throughout the province²⁷ and Mr. Floyd Laughren (N.D.P. - Nickel Belt) proposed a mobile department to "cater to the small, extremely inaccessible communities in Northern Ontario".²⁸ Responding to these suggestions, a series of tours encompassing centres all across the province has been undertaken. On these occasions those in the area concerned are alerted to the fact that the staff of the Ombudsman's office will be present at a date and time appointed, at which time complainants may see members of the staff in a private setting and discuss their grievances which they either may not wish to or may be unable

to write about and which they would otherwise have to come to Toronto to register.

A further direction to the Ombudsman arising out of the debates was that in order to promote greater effectiveness and efficiency in the office, regard should be had to the possibility of creating special departments which would have responsibility for special problem areas, for example, Corrections and Workmen's Compensation. With this in mind, the Directorate of Institutional and Special Services was established which is responsible for all complaints related to correctional and psychiatric facilities, problems of juveniles and senior citizens as well as grievances having to do with the Workmen's Compensation Board. A second special Directorate is responsible for Rural, Agricultural and Municipal Services. This Directorate acknowledges the Ombudsman's commitment to extend his service to every citizen of the province including those who live in rural regions of Ontario.

Finally, there were a number of references in the debate to the fact that there would be many cases which would be brought to the Ombudsman which would be outside his jurisdiction. These members were hopeful that complainants falling into this category would not have a deaf ear turned to their problems simply because their complaint involved, say, a matter within the competence of the Federal Government or a municipal government. Mr. James Renwick, Q.C. had the following to say concerning this subject:

I am hopeful that the Ombudsman-designate will read what's being said in the debate, because I think it's very important that he not feel constrained about questions such as, 'Who has got standing to come to me with a complaint?'. He should be open to hear complaints from any sector. He

may have to decide ultimately that he hasn't got jurisdiction for other reasons, but not for the purpose of initiating the complaint. Indeed, as I would see it, it may very well be, with the multitudinous numbers of proceedings that are available in the province in various situations - whether it is to a licensing tribunal or whether it's under the Judicial Review Procedure Act or under the Statutory Powers Procedure Act, or some other method; or to the courts directly - that in a sense, the job of the Ombudsman is equally not only to investigate complaints which are within his purview, but also to assist the citizen in selecting the proper forum within which his particular complaint can be investigated, if it can be investigated at all. 29

As a result of these concerns, if a complainant has a problem not within the Ombudsman's jurisdiction, an effort is made to find the appropriate official in the respective jurisdiction and put the complainant in contact with him.

The debate on Second Reading concluded on June 19, 1975; Third Reading took place on June 27, 1975. Bill 86 received Royal Assent on July 3, 1975, and was proclaimed in force on July 10, 1975. (A copy of the Act is included as Appendix "F".)

On July 4, 1975, the members of the Legislature by unanimous resolution requested of the Lieutenant-Governor-in-Council the appointment of Mr. Arthur Maloney, Q.C., as Ombudsman for the Province of Ontario. It was Her Honour's pleasure to respond to the resolution at the time of Mr. Maloney's swearing-in held in the Legislature on October 30, 1975. On this occasion Her Honour addressed the Speaker of the House in the following terms:

Mr. Speaker, I am pleased to inform you, and through you the assembly, that I have approved the order passed by my executive council in

accordance with the address of the assembly . . . It is with great pleasure that in the name of Her Majesty, I express thanks to Mr. Maloney for accepting the very onerous responsibility of his new office. This is a very historic occasion in the life of the province and its people, whose interest will be better served because of the Ombudsman's availability to all the citizens of the Province. ³⁰

Premier Davis, upon presenting Mr. Maloney to the Speaker of the House for the administration of the oath of office, commended Mr. Maloney "whose appointment has been made on the resolution and with the approbation of the members of this Legislature and which has been greeted with wide public accord."³¹ Addressing the Legislature subsequent to his swearing-in, Mr. Maloney welcomed the challenge that lay before him and acknowledged his belief that ". . . the Office of the Ombudsman as an institution to further protect the rights of man is an idea whose time has come".³² He emphasized that "it would be an oversight of first-rate magnitude if no mention were made on this elegant occasion of the honourable member of this House who was the pioneer in the field of legislation relating to the office of Ombudsman. Members of all political parties would surely expect me to identify Mr. Vernon Singer, the distinguished member for Wilson Heights."³³ He went on to explain his view that each member of the Legislature is an ombudsperson in his own right and stated:

It is my intention and my expectation that the expertise that happily my office will acquire, that the service of my staff and our facilities generally will be an indispensable adjunct to him (the member of the Legislature) as he finds his way, like the rest of us, through the increasingly complex labyrinth of government. ³⁴

The Ombudsman's address was followed by expressions of support from both Opposition leaders. The last word came from the Speaker of the House, the Honourable R.D. Rowe:

Your Honour and distinguished guests, today we have inaugurated a new parliamentary office in Ontario. I share with all my colleagues in the House the sure knowledge that the Ombudsman will act with diligence and impartiality. The Legislature wishes him well. 35

CHAPTER THREE

OVERALL OPERATION OF THE OFFICE OF THE OMBUDSMAN

In structuring and staffing the office, the constant concern has been to ensure that the office of the Ombudsman never becomes that which it was set up to combat - an impersonal bureaucracy. It is determined to remain small enough so as to avoid any danger of becoming a burgeoning bureaucracy and yet large enough so as to be able to effectively challenge any part of the bureaucracy where such challenge is required. The operation is decentralized by the existence of a number of Directorates, each charged with responsibility for a specific aspect of the total Ombudsman function. This further ensures that no bureaucracy will develop.

To best appreciate the manner in which these different Directorates function, an illustration of the way in which a complaint passes through the office of the Ombudsman will be given. The most frequent way complaints originate is through a letter to the Ombudsman. When a letter is received it is opened and read by Mr. Maloney's personal secretarial staff. They determine what correspondence should be immediately brought to the Ombudsman's attention. Among other items it will always include any criticism of the office and also any commendation of the office or any member of its staff. The correspondence set aside for the Ombudsman will invariably include some of the day's fresh complaints.

In this way, Mr. Maloney is personally kept in touch with the day-to-day correspondence received by the office. An

average of 125 letters are received by the office daily. Once the letters are opened, they are sent to the Records Department where a file is opened and a preliminary summary of the nature of the complaint is prepared. If the substance of the complaint does not involve a complaint from an inmate in a correctional or a psychiatric institution or a complaint against the Workmen's Compensation Board, the file is sent to the Legal Department. If the correspondence does relate to any of the categories mentioned, it goes to the Directorate of Institutional and Special Services.

The members of the Legal Department analyse the complaint and make a preliminary jurisdictional determination. A large number of complaints received are not within the Ombudsman's jurisdiction in that they are not complaints against a Provincial governmental organization . Some relate to the Federal authority - others to local or Municipal governments. . A great many relate to organizations that are funded in whole or substantive part by the Provincial authority such as universities, hospital boards, Boards of Education - to name a few. These are not within the definition of a governmental organization under the Act. Notwithstanding the fact that a complaint is outside the Ombudsman's jurisdiction, an attempt is always made to assist the complainant by providing the appropriate information, advice or referral to enable that person to rectify his or her problem. To this end, the Legal Department's researchers outline in comprehensive reporting letters to the complainant exactly

what the complainant should do to solve the problem. In many cases, appointments are set up for the complainant with the appropriate officials. Often the complainant's problems are solved simply by placing a few telephone calls to personnel who extend their co-operation even though they know a review of their actions is outside the Ombudsman's competence.

When the Legal Department determines that a case is within the Ombudsman's jurisdiction, the file is forwarded to the Director of Investigations who assigns the file to a particular investigator. Responsibility for particular Ministries, Boards and Commissions has been assigned to specific investigators thereby enabling them to acquire a greater familiarity with the make-up of that part of the bureaucracy that is of main concern to them and also thereby enabling the officials of Government to become familiar with them. The investigator assigned to the case will then conduct a thorough investigation by interviewing the appropriate Government officials or others who may have knowledge of the case, examining relevant Government files and looking into all aspects of the complaint. The investigators are careful to remain objective throughout the investigation of the complaint and they make a point of examining all aspects of the case, both from the complainant's point of view and from the point of view of the governmental organization involved.

When the investigation is completed, the investigator prepares a detailed summary of all the facts uncovered by the investigation and it is at this time that the investigator

prepares a submission to the Ombudsman containing such recommendation as he or she feels is warranted. Once this material is completed, it is circulated to the Directors and Legal staff in the Office and subsequently a "case conference" is held. Originally those in attendance at the case conference were all the Directors and Legal staff in the Office. The appropriate investigators attended as well and answered any questions concerning the investigation of the case. After a full discussion of all possible alternatives that were available in a particular case, the Ombudsman would then decide what his recommendation should be or what course he should follow. In certain cases the matter would be referred back to the investigator for further investigation where this was deemed to be necessary. Because of the increasing volume of work this procedure is no longer feasible in every case. Instead the cases are presented to the Ombudsman by the investigator and the Director of Investigations with a member of the Legal staff in attendance. The Ombudsman now reserves only cases of special difficulty and complexity for a major case conference.

When a course of action is decided upon, the appropriate letters or reports are drafted and sent to the Governmental Organization involved and to the complainant. If the case is decided in favour of the Governmental Organization, the file is then closed after the relevant statistics are recorded. In a case where the Ombudsman's recommendation is

in favour of the complainant, the file is kept open until a reply is received from the Governmental Organization. If the Governmental Organization accepts the Ombudsman's recommendation, the complainant is notified of this acceptance and the file is then closed.

If the Ombudsman's recommendation is not accepted, the Ombudsman must then consider the further courses open to him and decide whether to pursue them or to allow the matter to stand for inclusion in his annual report and the resultant review at that stage by the Legislature. Among the further courses open to the Ombudsman is the reference of the matter to the Premier and then to the Legislature.

There are a number of other Directorates in the office of the Ombudsman which have not yet been mentioned. The Directorate of Interview Services is responsible for conducting the initial personal interviews of complainants. Many complainants come to the office with or without an appointment and these individuals are personally interviewed by the staff of this Directorate. The Ombudsman Act requires that complaints be in writing. The Interview Directorate ensures compliance with the Act by putting the complaints in writing for those complainants who are unable to do so. The members of this Directorate all speak a variety of languages so as to enable them to interview complainants in their own languages.

The members of the Directorate of Interview Services prepare detailed complaint summaries following their personal interviews with the various complainants. These complaint

summaries are sent to the Records Department where a file is opened. The file is, in turn, forwarded to the Legal Department where the complaints are dealt with in the same manner as those which originate by way of a letter.

The interviewers often are able to assist complainants by setting up appointments with Government officials and providing appropriate referrals in non-jurisdictional cases. The Directorate also operates a telephone service for persons who wish to lodge their complaints over the telephone. Many problems are solved by information and referrals provided by the interviewing staff who man the telephone service. An average of 35 telephone calls are handled by this section daily. Complainants who telephone and whose problems are within the jurisdiction of the Ombudsman are encouraged to write or come to the office to outline their problem in greater detail.

Responsibility for supervising the private hearings held around the Province has now been assigned to this Directorate.

The Research Directorate consists of two lawyers and an articled law student. The members of the Research Directorate provide legal advice to all members of the Ombudsman's staff and, in particular, deal with all complicated jurisdictional problems. It also conducts legal research for all the other Directorates in the office. In addition, this Directorate handles the investigation of cases that involve complex legal issues.

There are two Directorates within the office to deal with certain specialized problems. The Directorate of

Institutional and Special Services handles all cases involving inmates in Provincial correctional institutions, patients involuntarily held in psychiatric hospitals, and complaints involving the Workmen's Compensation Board. This Directorate deals also with cases relating to juveniles and to senior citizens.

The other specialized Directorate is the Directorate of Rural, Agricultural and Municipal Services. All problems relating to rural Ontario, agriculture and complaints from municipalities against the Provincial authorities are dealt with by this Directorate. The main type of complaints dealt with by this Directorate are from farmers around the Province. The municipalities that are designed principally to benefit from the existence of this Directorate are the small, rural ones. This Directorate is also responsible for dealing with complaints received from the native people of Ontario.

Two Directorates do not directly relate to the actual handling and investigating of complaints: - the Directorate of Administration and the Directorate of Communications.

The Directorate of Administration is responsible for the overall functioning of the entire office and for the administration of the support staff. This Directorate's responsibilities include bookkeeping, payroll, expense accounts, personnel and the Records Office.

The Directorate of Communications coordinates all public appearances and speaking engagements of all members of the Ombudsman's staff and coordinates advance arrangements and travel plans for the staff members who take part in the private

hearings held around the Province. This Directorate is also responsible for liaison between the Ombudsman's office and the members of the media. The Directorate's main function is to "spread the word" about the existence and function of the Ombudsman to the 8 1/3 million citizens of Ontario. It is of little use to have the services of the Ombudsman if the people are unaware of him. The onus is on the Ombudsman to ensure that people become aware.

(I) LEGAL OFFICER'S DIRECTORATE

The Legal Officer's Directorate bears the responsibility (following the formal opening of a file) of dealing, on an initial basis, with all complaints not handled by the Directorate of Institutional and Special Services. That responsibility involves a preliminary determination as to the Ombudsman's jurisdiction. The complaints fall principally into three categories: - (1) those clearly falling within the Ombudsman's jurisdiction; (2) those that are in the gray area, and (3) those that are beyond the Ombudsman's jurisdiction.

In respect of the first class of cases, pursuant to Section 19(1) of The Ombudsman Act, an appropriate letter of intent is sent to the head of the governmental organization involved advising him/her of the Ombudsman's intention to launch an investigation on behalf of the complainant. The letter of intent, apart from briefly recapitulating the complainant's contention invites the head of the governmental organization to advise the Ombudsman, within a week, if he/she wishes to provide the Ombudsman with a statement of the governmental organization's

position and, if so, the time necessary for preparing such a position paper. Simultaneous with the dispatch of that letter a letter is sent to the complainant acknowledging his complaint and advising him of the action we have taken.

Almost without exception the heads of governmental organizations have taken the opportunity of providing the Ombudsman with a statement of the organization's position. On the receipt of such reports the complaints are reviewed in the light of any new information by the Legal Officer and his staff. A determination is then made as to whether the matter can be resolved at that early stage or whether further investigation is warranted.

When further investigation is warranted the Legal Officer's directorate is charged with the responsibility of directing the complaint to the Director of Investigation to be assigned for investigation; in each case giving some guidance as to the scope and parameters of the investigation.

This procedure of expressly inviting the heads of governmental organizations to let the Ombudsman have statements of their position with respect to complaints was recently introduced by the Ombudsman with the hope that such a procedure would reduce significantly the number of complaints that would have to be assigned for a full scale investigation. The net result should be beneficial to both the Ombudsman's Office and the many governmental organizations. In fact, the early indications are that several complaints are being resolved at this early stage without the need for any formal investigation.

The second category of cases, those of questionable jurisdiction, are similarly acknowledged. The acknowledging letter advises the complainant that the Ombudsman's jurisdiction in his case is in doubt, and, accordingly, is being researched. He is also advised that following the determination of that issue, he will receive another report. With the dispatch of that letter, the file is sent to the Director of Research, with an appropriate memorandum requesting him to research the question of the Ombudsman's jurisdiction.

The third category of complaints, the non-jurisdictional ones, are dealt with directly in the Legal Officer's Directorate. This class of complaint is of prime importance not only because of the high percentage of complaints that it represents but because of the Ombudsman's personal commitment to make the resources of the office just as available to the complainant whose problem falls outside his jurisdiction as it is to a complainant who raises issues falling within the Ombudsman's jurisdiction.

When it is determined that a complaint is beyond the Ombudsman's jurisdiction, the complainant is notified. The letter to such a complainant briefly recapitulates the substance of his complaint, outlines the Ombudsman's jurisdiction, informs the complainant why the matter is beyond the Ombudsman's jurisdiction and, finally, refers the complainant to an agency or agencies that may help to resolve the problem.

Such a referral may be to a professional association, a private organization or some other governmental agency. In

each case as many details as possible are provided (e.g. name and/or title, address, telephone number). The Ombudsman's assistance to complainants whose problems are outside the Ombudsman's jurisdiction has proven to be of great help in a significant number of cases.

The infinite variety of non-jurisdictional complaints received by the Ombudsman's office is a constant tax on even the most fertile minds. In order to respond to the demands made, the Legal Officer's Directorate, in collaboration with the Directorate of Interview Services, has established a basic corps of referrals which is constantly being updated. This includes lines of communication that have been established with a number of Federal Government departments as well as bodies such as the Ontario Press Council.

The ever-increasing fund of information that we seek to communicate to non-jurisdictional complainants is constantly being augmented by daily communication with various government and other organizations.

Because of the requirement under Section 15 (4) (a) of The Ombudsman Act that a complainant must exercise any right of appeal, objection, review, etc. (or the time for the exercise of such right must have expired) before the Ombudsman's jurisdiction arises, many complaints to our office are premature. Staff members are constantly researching the procedures before various government boards, commissions, and agencies. It is important to be able to communicate this type of information to complainants, many of whom lack the sophistication to pursue the

matter on their own. This is important not only with respect to provincial agencies, but also in relation to federal agencies like the Unemployment Insurance Commission. We often outline to complainants the appeal procedures available to them before this Commission.

An understanding of existing administrative practices is equally important, because of the provision of Section 18(1)(a) of The Ombudsman Act which vests in the Ombudsman a discretion to decline or discontinue an investigation where among other things

"under the law or existing administrative practice there is an adequate remedy for the complainant, ..."

There are also several instances in which it becomes necessary to determine the relationship between the provincial government and various municipal agencies. Among these have been local fire departments vis-a-vis the Fire Marshall's Office, and local ambulance services vis-a-vis the Ministry of Health.

Many of our complainants, not surprisingly, err on the side of brevity when outlining their complaints. The opposite experience, however, is not uncommon, and sometimes a complainant seems to feel that the "weightiness" of his complaint varies in direct proportion to the volume of material he sends us. In the latter case, condensing the contents of the file is of vital importance, because without a full understanding of the file, it is impossible to make an accurate determination as to the Ombudsman's jurisdiction. Such an understanding is equally important as a basis for a proper reporting

letter to the complainant, where the matter is beyond the Ombudsman's competence; or as a basis for making meaningful recommendations for investigation, where the matter is one falling within his jurisdiction.

Apart from the functions mentioned above, the Legal Officer's Directorate provides a regular consulting service available to all staff members, but of particular importance to the interviewing and investigating staff. Although the questions raised often relate to the Ombudsman's jurisdiction, many are of a more general nature relating to policy.

The interplay of functions in the Ombudsman's office has already been mentioned, and it is as manifest in the Legal Officer's Directorate as it is in others. The Legal Officer and his assistant on several occasions have accompanied investigators interviewing governmental officials during the course of an investigation or in an attempt to find a satisfactory resolution to a problem. Similarly, where legal issues arise, they are often participants in an interviewing session.

The Legal Officer and his assistants work in close collaboration with the other lawyers on the staff in advising the Ombudsman on the question of his jurisdiction in what might be defined as "gray" areas. He carries the responsibility as well of monitoring and signing a large volume of correspondence, including letters of notification of intent to investigate to various governmental organizations.

On occasions when the Ombudsman is away from the office or when circumstances otherwise require, the Legal Officer acts for the Ombudsman and is available for general consultation.

(II) THE DIRECTORATE OF INSTITUTIONAL AND SPECIAL SERVICES

The Directorate was established on December 1, 1975, and deals with four Ministries: - Correctional Services; Health; Community and Social Services; Education; and one Board - The Workmen's Compensation Board.

Complaints from residents and staff from 105 institutions are looked after by this Directorate: 13 psychiatric hospitals (Ministry of Health); 19 Centres for the Developmentally Handicapped (Ministry of Community and Social Services); 37 Jails, 3 Detention Centres, 18 Correctional Centres and Adult Training Centres, 11 Juvenile Training Schools and 2 Community Resource Centres (Ministry of Correctional Services).

In addition, the Directorate has the responsibility for problems dealing with the very young and the very old and all complaints directed against the Workmen's Compensation Board.

Approximately one-third of all files opened in the Office of the Ombudsman are forwarded directly to this Directorate. A large number of those are reopened for a variety of reasons. A Workmen's Compensation Board complaint may not be within our jurisdiction when it is first received but, having completed the appeal process and still being dissatisfied with the results, the complainant may then get in touch with this Directorate again. As a result, the file is reopened. Most files, however, are

reopened for inmates of jails and correctional institutions who, as they move from institution to institution, may complain about different matters.

In conjunction with the public and private hearings held in various parts of Ontario, visits are made to local jails, correctional centres, psychiatric hospitals and facilities for the mentally retarded.

The Director and staff have received the fullest co-operation from the Ministries with which they have had to deal. Since the concept of an Ontario Ombudsman is quite new, the Director and members of the staff met immediately with senior civil servants and one result has been the approval of unannounced visits to correctional institutions and psychiatric hospitals by staff of the Ombudsman. It is expected that the same permission will be given for visits to mental retardation facilities before long.

The Director also met with various senior citizens groups and this promises to be an area which will become even more active in the future.

Since the Directorate of Institutional and Special Services deals with complaints in rather specialized areas, it was necessary to find investigators who have considerable expertise in their specific fields.

Correctional Institutions

During the eighteen month period ending October 31, 1976, 969 new complaints were received from institutions across the

province and 342 files were reopened. A total of 1,177 investigations were carried out, leaving 201 still under investigation.

The average number of new monthly complaints from institutions is 85.

All institutions under the Ministry of Correctional Services, with the exception of two community resource centres at Red Lake and Cygnet Lake, have been visited by investigators at least once. Normally, institutions are visited as soon as possible after complaints have been received. Every effort is being made to visit even the more far-flung institutions at least every other month.

Very few complaints from the institutions are conducted as full-fledged investigations. Most of them are "preliminary investigations" which can be settled locally. During routine visits to institutions, as a result of complaints received, investigators are often asked to meet with additional inmates or staff who want to talk to them, once it becomes known that someone from the office of the Ombudsman is on the premises. Most of those interviews result in the problem being resolved right there and then. Files are not opened for these complaints so that, in effect, there is a discrepancy between formal complaints on which files exist, and other complaints which are simply looked after during the course of a visit. On the average a correctional investigator interviews twice as many people as complaint files that are opened.

Visits by correctional investigators have become a safety valve for many of the inmates of jails who feel that they

can air their grievances with complete confidentiality and know that, provided the grievances are valid, something will be done about them.

Workmen's Compensation

Over two-thirds of the Workmen's Compensation complaints received to date do not fall within the jurisdiction of the Ombudsman because the appeal process has not been completed. In those instances, investigators follow through with an inquiry to the Workmen's Compensation Board to familiarize themselves with the status of the particular claim and then a reply is sent to the worker, spelling out the steps he or she must take to process the claim through the appeal system. The reply also suggests that the worker may wish to call on his local Member of the Legislature for assistance. We also advise that if the worker is dissatisfied after exhausting all appeal procedures, he or she should contact us again.

Psychiatric Hospitals and Centres for the Developmentally Handicapped

Most of the complaints in the psychiatric hospitals field originate from the Oak Ridge Division of the Penetanguishene Mental Health Centre. It is one of the most difficult institutions to monitor, since both the type of patients who are sent there and the treatment which they receive are unique. It was felt, therefore, that investigators should have some background of the methodology used by Oak Ridge so that they could deal more effectively with complaints from that institution.

Six investigators spent three days at Oak Ridge learning about the various programs and interviewing patients who had indicated that they wanted to speak to someone from our office. The week's training session was arranged with the co-operation of Dr. Barry Boyd, the Medical Director.

Complaints from either psychiatric hospitals or centres for the developmentally handicapped are rather difficult to deal with and invariably require extensive investigation.

During June and July, the two investigators, whose prime function it is to look after complaints from these sources, visited all psychiatric hospitals and mental retardation centres to explain the role and function of our office.

(III) THE DIRECTORATE OF RURAL, AGRICULTURAL
AND MUNICIPAL SERVICES

The Directorate of Rural, Agricultural and Municipal Services was established on February 1, 1976. The Directorate handles complaints from farmers, municipal governments and native people, as well as complaints regarding the Residential Premises Rent Review Act and the particular problems of Ontario's Francophone population.

Rural and Agricultural Section

The Ontario farmer is subject to a unique set of problems and conflicts with the provincial government.

There are 53 statutes administered by the Ministry of Agriculture and Food in addition to approximately 35 other acts related to agriculture that are the responsibility of different

Ministries. When we include the vast array of Boards, Commissions, and Agencies, the result is a labyrinth of regulations, restrictions, licences and appeal procedures that would tax the intellectual resources of even the best-informed constitutional lawyer.

To assist the Directorate in handling complaints relating to agriculture an Index of Ontario Statutory Appeal Procedures was prepared. The index outlines all the appeal procedures under Statutes that relate to agricultural concerns. The index provides the staff with quick and convenient access to information concerning Agricultural Statutes so as to determine what rights of appeal or objections are available to complainants.

Perhaps in this Directorate more so than in the others, meetings with individual farmers and farmers' associations and provincial tours are a prerequisite for ensuring that the services of the Ombudsman are being utilized to their maximum potential.

The Director has visited farmers' associations and attended meetings and private hearings in many areas in an effort to make the presence of the Ombudsman felt in rural and agricultural communities throughout the province.

As an example of what can be accomplished at these gatherings, the Director was invited to attend a meeting of certain dairy farmers and officials of the Milk Commission of Ontario, and to hear the problems facing farmers as the result of cutbacks in industrial milk quotas due to a surplus situation. Previous to the meeting, several area farmers had led a protest to Queen's Park.

There were 565 farmers at the meeting as well as several members of the press. The farmers were told how to express their grievances through the proper appeal channels, and were assured that, should the appeal decision prove unsatisfactory to them, the Ombudsman would be ready to deal with their complaints.

Several complaints that come to the Directorate are, of course, beyond the investigative powers of the Ombudsman. For instance, one farmer was upset with the differing policies of three lending institutions regarding farm loans. These being a federal responsibility, no formal investigation could be undertaken, but our staff offered to contact the appropriate federal agency on the complainant's behalf. The offer was accepted, the agency was contacted, and the federal government followed through with the complaint, providing assistance and advice to the aggrieved party.

Municipal Section

According to the provisions of The Ombudsman Act, the Ombudsman has no jurisdiction to investigate complaints against municipalities or municipal administrative agencies, although it should be noted that every effort is made to refer such grievances to the proper authorities. We are able, however, to handle complaints from municipalities.

Because the provincial government maintains a very real control over many aspects of municipal administration, conflicts and grievances between the two levels will inevitably arise. As our society becomes more complex, and as the problems of provincial-municipal relations become more complicated, the

need for an Ombudsman to intervene between the two interest groups increases almost daily.

Confusion regarding different Ministry policies, priorities, rules etc. with respect to municipalities are examples of the problems faced by the 832 municipalities across Ontario. Many of these problems can in whole or in part be eliminated by the intervention of the Ombudsman.

Because the Ombudsman can be of such help to small and sometimes remote municipalities the Director has made extensive trips to these communities in order to explain to them the potential of our office in dealing with their complaints. The Director has already established fruitful contacts with municipal associations all over Ontario.

While it is still too early to draw any final conclusions, we anticipate that the major bone of municipal contention will be the operation of the many provincial Boards and Commissions. It would appear that the proliferation of these bodies has been a rather frustrating experience for many municipal governments. One town of 19,000, for example, was preparing its official plan. To do so, it had to receive approval from the Regional School Boards, the Regional Municipality, the Provincial Ministry of Treasury, Economics and Intergovernmental Affairs, and a new authority, the Niagara Escarpment Commission. This is not an isolated instance.

Native People

Virtually all reserves in Canada are established by and, thereafter remain the responsibility of, the Federal

Government. Furthermore, the Indian Act, by far the most significant and pervasive piece of legislation in the lives of native persons, is a federal enactment. This means that a provincial Ombudsman is quite severely restricted in dealing with Indian complaints, the great majority of which will be lodged against Federal government organizations.

Nevertheless, in order to develop a tangible working relationship with the native community, the Director has met with various groups of native people across the province to explain the role and function of our office and outline the services we could perform for them.

Francophone

Our real concern in this area is to extend our services to those who prefer to articulate their grievances in Canada's other official language. To publicize this particular service, the Director undertook several speaking engagements in French, including interviews on the C.B.C. Radio and Television networks. Naturally, if the occasion arises, private hearings on any Ombudsman matter are held in French, and if a problem should come up that relates exclusively to the Francophone segment of our population, this Directorate handles it.

Rent Review Act

The Directorate is also responsible for complaints relating to the current Ontario Rent Review Legislation.

The Ombudsman is empowered to review the decisions of the Residential Premises Rent Review Board. As well, decisions

of a Rent Review Officer can be reviewed if the time for appeal has expired and no appeal has been initiated.

(IV) THE RESEARCH DIRECTORATE

The Research Directorate not only carries out research, legal and otherwise, but is involved in a variety of assignments.

Research

The research performed by the Directorate is divided into two types: jurisdictional research and research conducted during and after investigations.

Jurisdictional research is usually initiated upon receipt of a complaint against a body which has not formerly been the object of a complaint to the Ombudsman. If it is unclear whether the problem concerns a "governmental organization" within the meaning of The Ombudsman Act, a jurisdictional determination must be made.

Since the Legislature defined the term "governmental organization" in general terms, and did not annex to the Act a schedule of the bodies to which the Act should apply, intricate legal research must be carried out to ascertain whether a given body lies within the Ombudsman's authority.

The function of the Ombudsman as set forth in Section 15 (1) of the Act is

"to investigate any decision or recommendation made or any act done or omitted in the course of the administration of a governmental organization and affecting any person or body of persons in his or its personal capacity."

"Government organization" is defined in Section 1 (a)

of the Act to mean a "ministry, commission, board or other

administrative unit of the Government of Ontario, and includes any agency thereof."

While the jurisdictional determination is relatively simple where the organization complained of is a board or commission such as the Ontario Labour Relations Board or the Ontario Police Commission, the question of whether such bodies as the Ontario Educational Communication Authority and the Alcoholism and Drug Addiction Research Foundation are governmental agencies raises complicated matters of legal research.

For example, The Law Society of Upper Canada is clearly not a ministry, commission or board of the Government of Ontario, and an analysis of The Crown Agency Act, The Law Society Act and relevant case law leads one to the conclusion that it is neither an administrative unit nor an agency of the Government, despite its responsibilities for administering the Ontario Legal Aid Plan.

Other cases which have arisen have been dealt with similarly. A complaint against the University of Toronto with respect to the admission policies of one of its faculties caused the Research Directorate to consider The Crown Agency Act, The University of Toronto Act, 1971, and the case law relevant to universities in general and the University of Toronto in particular. With the assistance of his legal research staff, the Ombudsman concluded that he lacked jurisdiction to investigate such complaints.

In each case researched by the Directorate, a memorandum

is retained on the subject for a Memoranda of Law Book, copies of which are maintained in the Ombudsman's Library at the main office and another at the Queen's Park office. These collected memoranda enable the interviewing staff and legal officer's staff to determine jurisdictional questions without consulting the Research Directorate where a matter has been previously considered.

Certain matters are expressly removed from the ambit of the Act, and hence from the Ombudsman's jurisdiction. In particular, The Ombudsman Act does not apply to judges or to the functions of any court, or to deliberations and proceedings of the Cabinet or any of its Committees.

One such matter was the Cabinet decision to close a number of the Province's public hospitals. Another was the Cabinet decision to demolish part of the Queen Street Mental Health Centre, which it was contended by the complainants had some intrinsic historical value.

The second category of research is that conducted during and after investigations. This function involves an examination of the relevant legislation, regulations and practice where a matter complained of has been determined to be within the jurisdiction of the Ombudsman and an investigation has commenced. It is not only necessary to outline to the investigator the particular statutory and regulatory scheme that applies to a given complaint, but it is frequently necessary to determine whether the body complained of acted properly and in accordance with the powers granted to it by the Legislature.

For instance, a complaint against the Workmen's Compensation Board for having rejected a claim on the basis that the injury did not arise out of and in the course of employment, required a careful analysis of The Workmen's Compensation Act and the judicial decisions rendered on the subject, leading to the conclusion that in the particular case complained of, the Board had acted reasonably and had properly exercised its powers. Similarly, the investigation of a complaint against the Ministry of Education for refusing to grant a hearing to determine whether a decertified teacher should be reinstated called for research into the sections of The Education Act, 1974, authorizing such hearings.

Where a complaint involves complicated legal issues or a question of interpretation of statutory provisions, the Research Directorate may undertake an investigation of the complaint itself, rather than following the normal procedure of transferring the file to the Directorate of Investigations. For example, the Research Directorate investigated a complaint by a transsexual who, having undergone a sex change operation from female to male and having received an order changing his name, claimed that the Deputy Registrar General refused to change the sex designation on his birth certificate to "male". A summary of this case is contained in Chapter 8.

Staff Development

In order to better familiarize the Ombudsman's staff with the Ombudsman concept and its application to the matters

commonly complained of, the Research Directorate has organized a number of staff development sessions.

The first session was held in late 1975 when the Ombudsman's staff heard Professor Donald C. Rowat, a Canadian expert on the Ombudsman concept and its spread throughout the world, and the author of a number of books and articles on the subject. His presentation was useful in drawing comparisons between The Ombudsman Act and operation in Ontario as opposed to other jurisdictions, both in Canada and elsewhere.

The staff also heard George McClellan, formerly Ombudsman for the Province of Alberta and the first Ombudsman in Canada. Mr. McClellan delivered a pragmatic address on the application of the concept in Alberta, and drew on his experience to recount some of his most interesting cases. Professor Rowat's remarks were thus nicely complemented by Mr. McClellan's practical approach.

In January, 1976, the Director and Assistant Director of Research addressed the staff and answered questions for an entire afternoon on Ontario's Ombudsman Act, its application, operation and administration. The proceedings were taped and transcribed, and a record of the session is in the Ombudsman's Library, where it is available for present and future staff members.

Because a number of complaints have been received concerning the administration of The Ontario Legal Aid Act which is carried out under the auspices of The Law Society of Upper Canada and is therefore outside of the Ombudsman's

jurisdiction, the York County Area Director, Mr. W.R. Donkin met with staff members to outline the legal aid scheme.

Similarly, senior officials from the Pensions Commission have met with our staff and explained the formula by which pensions are calculated for public servants as well as providing other useful information about the function of the Commission. The pension area is one which has produced a number of complaints to our office.

Members of the Research Directorate have also attended a number of conferences where the topic being considered was relevant to the Ombudsman's office. A conference held on Law and Poverty as part of the Law Society of Upper Canada's continuing education program, included a useful discussion on Workmen's Compensation and Employment Law. Another conference held by the Law Society, on Consumer Law, considered consumer statutes and their application and enforcement in detail. The staff has attended a seminar conducted by the Human Rights Association and a conference on Civil Liberties and Human Rights.

In order to better equip the staff to deal sympathetically yet effectively with complainants who send bizarre letters or make bizarre telephone calls to our office, or threaten either themselves or others, or who appear hostile and pose other difficulties, a program has been arranged with the assistance of the Clarke Institute of Psychiatry in Toronto. Lectures have been delivered to certain staff members by psychiatrists at the

Institute dealing with how to identify gross psychopathology, how and when to suggest psychiatric referral, how to deal with aggressive, impatient, suicidal or delusional complainants and related matters. The interviewers, investigators, legal staff and others also participated in role-playing so that they would be more confident and competent in unusual situations.

Liaison

Soon after the office became operational, it was evident that the advice of experts would be required to assess certain aspects of some of the complaints received. One such area in which expert assistance is necessary is in evaluating conflicting psychiatric reports. Accordingly, as another part of our arrangement with the Clarke Institute, we have entered into an informal agreement whereby consultants will be made available to our office on request. The assistance of independent psychiatrists was indispensable in one complaint where the complainant contended he was being improperly detained in Penetanguishene and the assessment reports of independent experts assisted the Ombudsman in making his recommendation to the Advisory Review Board.

In addition, members of the Ombudsman's staff have met with officials of the Ontario Medical Association, and are in the process of making a similar arrangement whereby medical experts will be made available to our office in cases where there is conflicting medical evidence. Such instances are likely to

arise most frequently in Workmen's Compensation cases.

Referrals

In keeping with the general policy of the office, which is to provide to those complainants whose problems do not fall within our jurisdiction as comprehensive and personal a referral as possible, representatives of the Ombudsman's staff have met with officials and representatives of the Law Society of Upper Canada and the College of Physicians and Surgeons in order to establish lines of communication and a means whereby complaints against members of these professional bodies may be expeditiously referred and considered.

Members of the Ombudsman's staff have also been in contact with federal officials of the Unemployment Insurance Commission and the Department of Veteran Affairs as well as with officials of the Ontario Legal Aid Plan. Contacts set up are noted and made available to all staff members who have need of such information.

(V) THE DIRECTORATE OF INVESTIGATIONS

The Directorate of Investigations was established on July 28th, 1975.

Initially, the investigative personnel were almost totally occupied in researching the experience of other Ombudsmen operations and ensuring the proper organization of this Directorate. Of course, complaints had been directed to the Ombudsman by

citizens from the day of the announcement of his appointment in May, 1975. The investigations of these complaints were initiated on an ad hoc basis within the limits of the resources available at that time. As had been expected, the inflow of complaints steadily increased and this necessitated an increase in our investigative personnel.

Each file when assigned for investigation by the Legal Officer and the research staff is reviewed by the Director or Assistant Director to determine the content of the complaint.

Because of the intricacies of jurisdictional considerations and in order to complement the variety and complexity of problems with which this Directorate is faced we have divided the investigative Directorate into 9 areas of primary responsibility, and each of the 9 permanent investigators have been assigned a group of ministries, boards, commissions or agencies. This division enables each investigator to become familiar with the problems peculiar to each of the ministries, boards and commissions and also to be in a position to pass on to other investigators the expertise that is gleaned by working in a particular area on a virtually exclusive basis for a limited period of time. It is our intention, after an appropriate interval, to rotate among the investigators the various areas of responsibility to which they have been assigned. An on-going staff training program is essential to ensure that our investigators remain at a maximum level of effectiveness and efficiency. Therefore, all investigators participate in the

staff training and development program. In addition, the staff is encouraged to acquire or improve their ability to communicate in a language other than English. Participation in professional conferences, for example, in criminology and sociology, and participation in graduate-level educational programs is also encouraged on a selective basis.

During the 25 public and private hearings held last year, the permanent staff of this Directorate participated on a rotational basis with at least two investigators present at each hearing. Such participation permitted immediate personal acquaintance on the part of our investigators not only with many persons requesting assistance from our office but also with a large number of public officials and government employees.

Several functional advantages resulted from our participation in the hearings. Prior to each hearing all requests on file pertaining to the particular locality were prepared and the complainants were contacted to arrange appointments. A substantial saving in the cost of investigations was effected by avoiding the necessity of continually sending personnel to investigate complaints from various areas of the province.

(VI) DIRECTORATE OF INTERVIEW SERVICES

The main function of the Directorate of Interview Services is to meet personally with complainants who come to our office with or without an appointment. The staff of this

Directorate assist the complainants in eliciting relevant information about their particular complaint.

In creating this Directorate, it was felt that the Legislative requirement stating that all complaints to the Ombudsman be in writing should be liberally construed to ensure that citizens who find it difficult to express their thoughts in writing would not be disadvantaged.

There are many advantages to a personal interview. The expertise of the interviewers enables them to zero in on particular relevant information which might not seem to be of much importance to the complainant. It also helps to alleviate the complainant's fear of writing yet another letter which is tantamount to putting off or delaying justice even longer. The personal interview process is immediate, personal and active and allows the citizens of the Province to feel that the Ombudsman is more immediate and close at hand to them than he might be viewed if he could only be approached by way of a letter.

The average length of an interview is approximately one hour. Following the interview, the interviewer prepares a comprehensive report concerning the case and submits it to the Legal Officer for further study and review. Often during an initial interview, however, the interviewer will consult with members of the Legal staff and this immediate consultation is extremely important and helpful to the complainant who is often able to receive concrete help during the very first hour that he

or she spends in contact with our office.

Special mention should be made of the Directorate's telephone service. A telephone is manned constantly by an experienced interviewer thus allowing complainants to discuss their problems without the necessity of actually coming to the Toronto office. A total of approximately 35 calls per day are received and dealt with in this manner.

The interviewing staff, in conjunction with the Legal Officer's Directorate, have developed a highly comprehensive referral system so as to adequately deal with the various complaints that are brought to our attention but are not within our jurisdiction to investigate. In such cases, the members of this Directorate provide the complainant with detailed explanations of how to resolve the complaint.

In September 1976, the Directorate of Interview Services assumed responsibility for conducting the private hearings throughout the Province. These hearings are publicized in advance through the local media and members of the public are invited to attend. A more detailed report on the hearings is contained in Chapter 5.

(VII) DIRECTORATE OF COMMUNICATIONS

The dissemination of information to the public about the Ombudsman and his staff is the major responsibility of this Directorate.

Public Speaking Program

The Communications Directorate is responsible for the arranging and scheduling of speaking engagements for the Ombudsman and various members of his staff who address groups and organizations throughout the Province on topics relating to the Ombudsman's function.

As of December 9, 1976, a total of 258 public appearances were carried out. A very heavy schedule of public speaking engagements was maintained in an effort to take the fullest advantage possible of the initial impact of the creation of the Office of the Ombudsman.

The Ombudsman personally addressed a total of 37,311 people concerning the role of the Ombudsman and, in addition, 14,204 people heard speeches delivered by other members of the staff. The total audience reached was 51,515.

The co-ordination of all these public appearances in connection with public and private hearings, special tours by the Ombudsman and field trips of Directors and investigators is a major function of the Directorate.

A breakdown of all the speaking engagements handled by the office in its first year indicating the location of the address, the estimated size of the audience and the particular member of the Ombudsman's staff who addressed the group is contained in Appendix "G".

Radio and Television

The Directorate is also responsible for arranging and coordinating all radio and television appearances by the Ombudsman and his staff. The Ombudsman's appearances on radio have involved all of the various networks of the C.B.C. both in English and French. Private radio stations in all centres visited by the Ombudsman have also extended the fullest cooperation possible by making their facilities available for the widest dissemination of information concerning the Ombudsman's function.

Radio "hotline" programs have proven to be a most valuable aid in attracting and handling complaints from interested members of the public.

The "Open-Line" or community-involvement type of program is not as available in television as it is in radio, however, those programs that have been developed along these lines have been contacted, and where logistics have made it possible, the Ombudsman or senior staff have made appearances.

Public Relations

As the public grows increasingly more aware of the existence of the Office of the Ombudsman, the Directorate of Communications deals with an ever-increasing number of requests for information from the public. Since a pamphlet about the Ombudsman has not yet been produced, individuals who approach the office requesting information are provided with an assortment of general background fact sheets which include the texts of

various addresses delivered by the Ombudsman concerning his role and function.

Communications is also, of course, responsible for acting as a liaison between the Office of the Ombudsman and the media. In this regard, the Directorate prepares various press releases and statements regarding the operations of the office.

The Directorate is also responsible for internal staff communications. This includes the coordinating of transportation and accommodation for all members of the staff who travel to hearings or speaking engagements.

Weekly schedules are prepared by the Directorate outlining the itinerary of all members of the senior staff within the office. The Directorate of Communications also works closely with the Executive Assistant to the Ombudsman in maintaining and organizing the full schedule of the Ombudsman himself. The Communications Directorate also acts as a liaison between the Office of the Ombudsman and the individual Member of the Provincial Parliament. This is most important in relation to visits by the Ombudsman to various parts of the Province. The Member for the particular constituency being visited by the Ombudsman is always advised in advance and invited to participate in any public functions being performed by the Ombudsman.

Archives

The Directorate maintains a complete record covering all the activities of the Ombudsman and his staff. Scrapbooks

are kept containing reports concerning the Ombudsman from all the newspapers and periodicals across the country. The Directorate is responsible for preserving relevant material that will form the basis of the Ombudsman's Archives. As a result of this work, a historical record of the development of the Office of the Ombudsman in Ontario is constantly being maintained.

Protocol

The Office of the Ombudsman in Ontario has attracted a great deal of attention both across Canada and internationally. The Directorate of Communications is also involved in arranging for visits to the Office for Canadian and international guests. On many occasions these visits involve matters of protocol and proper procedures and it has been the responsibility of this Directorate to work in conjunction with Provincial officials and any other officials concerned to coordinate such visits.

(VIII) DIRECTORATE OF ADMINISTRATION

This Directorate is responsible for providing financial and supply services. The Directorate provides the following services: -

Accounting

The Accounting Section provides the following specific services: -

- 1) It coordinates the preparation of the office's annual operating budget and prepares the printed estimates;

- 2) it manages the office's cash by forecasting expenditures and by requisitioning the necessary cash from Treasury;
- 3) it ensures prompt payment of suppliers' invoices and staff members' claims for reimbursement of travelling expenses;
- 4) it issues travel advances to staff members;
- 5) it ensures that all staff are paid in accordance with the terms of their employment or contract and are properly covered by employee benefits by virtue of payroll deductions;
- 6) it prepares the detailed expenditure information to be printed in the Public Accounts for each fiscal year.

Purchasing

The Purchasing Section arranges for the acquisition of furniture, equipment and all office supplies. It is responsible for maintaining an adequate inventory of frequently used supplies. It also arranges for the prompt repair or overhaul of such office equipment as typewriters, dictating machines and xerox machines. Petty cash to permit the purchase of small, incidental items is maintained by this section.

Personnel

The Personnel Section is responsible for the documentation of new employees, for the preparation of contracts for contract employees, and for hiring employees to work as replacement for an occasional day. Such a responsibility includes the

maintenance of confidential personnel files.

Systems and Records

The Systems and Records Section provides systems development, records management and library services as follows: -

The Systems Development function formulates and implements both manual and computer systems designed to retrieve, assemble and communicate, through reports, information which describes the complaint handling activities of the office. At the request of directorates, systems staff also assist in the development of procedures which support the day-to-day activities in these areas.

The Records Management function provides a comprehensive range of records services, with the overall objective of ensuring that the office has all the filed information required to carry out its functions. The records services provided include: the indexing, creation and delivery of new files, assistance to users in the retrieval of files, efficient storage of records and forms design.

The Library Services function provides the range of library materials required in order that the office carry out its duties. Thus, the Library collections are oriented to legal research and Ombudsmanship in general. At present library holdings include law reports, legislative and government documents, periodicals and Ombudsman Annual Reports.

CHAPTER FOUR

CHAPTER FOUR

STAFF BIOGRAPHIES

The effectiveness of the Ombudsman's function is, to a great degree, a reflection of the quality of the staff who are engaged to carry out that function. The Office of the Ontario Ombudsman is staffed by a group of impressive people who assist the Ombudsman in carrying out his mandate. Citizens who have met them either in Toronto or throughout the Province have never failed to express their impression that the Ombudsman's Office is staffed by people of the highest calibre. The following provides an outline of the backgrounds of our senior staff.

Special Assistant and Legal Officer - Mr. Keith Hoilett

Keith Hoilett was born in Jamaica in 1933.

He came to Canada in 1955, and entered Trinity College, University of Toronto. He graduated in 1960 with an Honours B.A. in Political Science and Economics. He graduated from the University of Toronto, Faculty of Law, in 1964 and was called to the Bar in 1966. He then became a member of the York County Crown Attorney's staff in the Ministry of the Attorney General and served there until he was asked to join the Office of the Ombudsman. In his years of service in the Crown Attorney's Office, Mr. Hoilett was consistently complimented for his "fairness and courtesy".

Director of Institutional and
Special Services - Ms. Ellen Adams

Ellen Adams was born in Germany in 1925 and emigrated to Great Britain while still a teenager. In Britain she joined the Auxiliary Territorial Service, served during both war and peace and moved to Canada in 1948.

From 1949 to 1954, Ms. Adams acted as National Secretary of the Co-operative Commonwealth Federation Youth Organization. Later, she became secretary to former N.D.P. leader, Donald C. MacDonald. She later became Special Assistant to the current leader, Stephen Lewis, who said after she had announced her departure: - "Ellen Adams is absolutely indispensable. Losing her is like losing a part of oneself."

Ms. Adams is well experienced in dealing with grievances against public bodies such as the Workmen's Compensation Board, for she took complaints before boards and commissions for years on behalf of people who took their problems to the N.D.P.

Director of Rural, Agricultural and
Municipal Services - Mr. Gilles Morin

Gilles Morin was born in the small village of Dolbeau, Quebec in 1931, and was raised in Rouyn in Northwestern Quebec. He is a fluently bilingual francophone. From the early 1960's, Mr. Morin represented various investment houses selling bonds and debentures on behalf of smaller municipalities across North and Northwestern Ontario.

Mr. Morin entered the Canadian Army in 1951 as an officer cadet, then Second Lieutenant with the Royal 22nd Regiment, (the "Van Doo's"). After serving in Korea, he returned to Canada and went into service with the late Governors-General Vincent Massey and George Vanier as an aide-de-camp.

Director of Investigations - Mr. Bill Atchison

Bill Atchison was born in 1942 in Trail, B.C. and attended high school in British Columbia. In September, 1961, he attended recruit training at R.C.M.P. "N" Division Training Depot, and was posted to "O" Division in Toronto upon graduation. He served with the Income Tax Fraud Section, the Criminal Investigation Bureau, the Passport Visa Fraud Section, the Drug Section and the Commercial Fraud Section. While serving with the R.C.M.P., he completed courses in Accounting and Business Law at Ryerson Polytechnical Institute. In 1970, Mr. Atchison left the R.C.M.P. to work with Labrash and Robertson, a private investigating firm in Toronto. He stayed with Labrash and Robertson until joining our staff last July.

Director of Communications - Mr. Ken Cavanagh

Ken Cavanagh was born in Scarborough, Ontario in 1932. After leaving Scarborough Collegiate Institute in 1949, he joined Canadian Press as a copy boy, and in 1952, advanced to become Features Editor and Overnight Editor for its radio subsidiary, Broadcast News.

In 1953, he joined radio station CJAT in Trail, B.C.

as News Editor and continued on-air work.

He joined CBC-Vancouver radio and television newsrooms in 1954, and took part in the 1954 Commonwealth Games broadcasts. He returned to Toronto in 1954 to be an editor of the CBC National News, Radio, and moved to television.

In 1960, as CFTO-TV was going on the air in Toronto, Mr. Cavanagh joined its staff, then resigned in 1961 to freelance in Canada and Europe.

In 1966 he became the first host of CTV's public affairs program, "W5". In 1968, he was made News Director of CFTO-TV, eventually returned to the CBC as the host of "Telescope", co-host of the Montreal current events program "Highlights", and anchorman of CBC-TV's evening news program "Weekday".

Mr. Cavanagh moved to Toronto's CITY-TV in 1974 as host of the evening program "The City Show", a position he held until he joined our staff in 1975.

Director of Research - Mr. Brian Goodman

Brian Goodman was born in 1947 in Toronto, and attended Forest Hill Collegiate. He attended the University of Toronto and received his Bachelor of Arts degree with Honours in Sociology, in 1969. He then entered Osgoode Hall Law School at York University and received his Bachelor of Laws in 1972. Before joining our staff, he practiced law in Toronto with the firm of Robins and Robins. Mr. Goodman is one of four Canadian lawyers on the Ombudsman Committee of the International Bar Association. He speaks French, German and Yiddish.

Director of Administration - Mr. Allan Mills

Allan Mills was born in Ottawa in 1937 where he completed Grade XIII at Fisher Park High School. He received his B.A. in Economics from the University of Toronto in 1960.

Mr. Mills joined the Confederation Life as a policy underwriter in the Group Insurance Division. He later became an investment analyst, then acted as an accountant in the Comptroller's Division.

In 1970, Mr. Mills became a Certified General Accountant. From 1970 to 1971, he was the Assistant Plan Auditor at O.H.S.I.P.

In 1972, Mr. Mills joined the Ministry of Health as a Financial Consultant/Executive Assistant to the Director of the Finance and Accounting Branch and in 1973, he joined the Financial Controls Branch. In 1974, he became a Financial Consultant for Public Hospitals in the Financial Controls Branch and remained there until May, 1976, when he joined our staff.

Director of Interview Services - Mr. Gary Speranzini

Gary Speranzini was born in 1945 in Hamilton. He received his education at Bishop Ryan High School and at Cathedral Boys' High School, then entered McMaster University in Hamilton from which he graduated with a degree in Psychology in 1967.

Mr. Speranzini came to us from Family Services of Hamilton-Wentworth. The main services provided are personal counselling and therapy. In addition, there are developmental programs which include various life skills such as parenthood, home management, nutrition and consumerism. Other services provided are a day-care service, a nursery school, and a credit counselling program for the over-indebted. A youth residence housing 16 teenagers where priority is given to those whose family situation have severely broken down fulfills another beneficial community function by this agency.

Director of Queen's Park Office - Mr. John Page

John Page originally joined our office as Director of Administration in mid-August, 1975. During the ensuing months he dealt with over 500 employment applications and engaged the majority of the current support staff.

Before joining our office, Mr. Page was Administrative Dean of Sheridan College of Applied Arts and Technology where his responsibilities included a teaching faculty of over 100, some 30 support staff, more than 1,000 students in 24 programs and nearly 200 courses.

He was formerly Headmaster of Hillfield-Strathallan College, Hamilton; Housemaster of Ridley College, St. Catharines and Appleby College, Oakville; Treasurer of Massey Hall, and in active service in the Canadian Armed Forces (intelligence and administration). He also served on General Eisenhower's staff as Assistant Adjutant General (Cdn.). A graduate of Upper Canada

College and Trinity College, University of Toronto, Mr. Page received an Illinois Ph.D. in Psychology in 1938 and is a Lay Reader in the Anglican Church.

Assistant Director of Research - Mrs. Kathy Cooper

Kathy Cooper was born in Saskatoon, Saskatchewan, in 1949, and came to Toronto in 1968. She completed her Bachelor of Arts degree in Sociology and English at the University of Toronto, received her LL.B. from Osgoode Hall Law School in 1972 and in 1974 was called to the Bar of Ontario. She articulated with the Toronto law firm of Goodman and Goodman.

After having been called to the Bar in 1974, Mrs. Cooper travelled extensively in Europe, North Africa, the U.S.S.R. and Israel. While in Israel, she completed six months of study at kibbutz Na'an, taking an intensive Hebrew language course.

Deputy Legal Officer - Mr. Tom O'Connor

Tom O'Connor, Q.C., was born in Toronto in 1911, was educated at De LaSalle College and then St. Michael's College, University of Toronto, and received his B.A. in 1932. He then entered Osgoode Hall Law School and articulated in the Law Department of Canadian Pacific Railways. Mr. O'Connor graduated in 1935 and engaged in private practice in Toronto until 1940.

After joining the Canadian Army he served in England, France, Belgium, Holland and Germany. In 1945, he

retired with the rank of Lieutenant Colonel.

Mr. O'Connor was the Senior Solicitor for the Ontario Securities Commission from 1946 to 1949. As a partner in the law firm of Carrick, O'Connor and Coutts in Toronto, he specialized in mining and securities law. He was appointed a Queen's Counsel in 1955.

Assistant Director of Investigations - Mr. Eric Moody

Eric Moody was born in 1938 and graduated from Quinte Secondary School in Belleville, Ontario, in 1957, then took recruit training with the R.C.M.P. in Regina, Saskatchewan. Until 1967 he served with the R.C.M.P. almost exclusively in the investigative area. He was promoted to the rank of Corporal in 1967. A year later he was transferred to the Headquarters Unit of the R.C.M.P. Criminal Intelligence Branch where he analysed the intelligence being received, directed and co-ordinated specific intelligence investigations and prepared briefs, summaries and trend indicators.

In December of 1970, he became the Chief Investigator with the Ontario Superintendent of Insurance and Registrar of Loan and Trust Companies.

In January, 1973, Mr. Moody joined the staff of Intertel (Canada) Ltd. as a consultant. His main job with this firm was to act as a consultant to corporate clients in all areas of industrial security and intelligence matters. He joined the office of the Ombudsman in March, 1976.

Directorate Co-ordinator - Mr. Milan Then

Milan Then was born in Czechoslovakia in 1946 and came to Canada in 1950. He attended De La Salle College "Oaklands", graduated in 1964, and completed his Bachelor of Arts majoring in Psychology in 1968 at the University of Toronto. At that time, he was employed as a research assistant in the Department of Psychology. In 1971, he completed his Master of Arts degree at St. Michael's College, University of Toronto, majoring in Theology.

Mr. Then was employed for one year as a Lecturer at the Ontario Hospital in Aurora and has also taught with the Metropolitan Separate School Board in Toronto.

From 1973 to the time that he joined our staff, Mr. Then was a probation and parole officer for the Ministry of Correctional Services.

Mr. Then's language facilities are of special importance. He is completely fluent in English, French, Czechoslovakian and Slovak, and he is developing skills in Croatian, Slovenian, Ukrainian and Polish.

Executive Assistant to the Office
of the Ombudsman - Mr. Glenn Hainey

Glenn Hainey was born in Montreal in 1951 and came to Toronto in 1964. He was a student of Upper Canada College and then attended the University of Western Ontario in London where he studied Political Science and Economics. He then entered the Faculty of Law and graduated in 1974. Before being called to the Bar in 1976, Mr. Hainey was an articling student for Mr. Arthur Maloney, Q.C., prior to Mr. Maloney's

appointment as Ombudsman. Mr. Hainey was the staff member responsible for assembling and organizing the material contained in this First Annual Report.

Investigators & Interviewers

As mentioned in Chapter One of the Report, the Ombudsman and his senior staff examined hundreds of employment applications and interviewed dozens of people to ensure that the citizens of Ontario would be served by the most competent, efficient and impartial staff possible.

This effort was most important in choosing those who would, in effect, man the front line in the Ombudsman's Office - the men and women who interview complainants and investigate complaints.

The Directorate of Investigations and the Directorate of Interview Services are both composed of people with a wide variety of educational and occupational backgrounds.

Our investigators and interviewers are highly skilled in investigative and research techniques through their training and work as senior police, armed forces and intelligence officers, insurance loss agents, prison and probation workers and researchers.

In addition, their ability to deal effectively both with complainants, government officials and private organizations, is enhanced by their experience in public relations, journalism, sales and teaching.

Since many of our complaints come from inmates in jails and correctional institutions and involuntary patients in mental

health facilities, we have also ensured that our staff includes people who have worked with offenders at every level - from probation and group home situations through penitentiary inmate classification and counselling - as well as with the mentally ill in settings ranging from out-patient departments to close confinement situations for the dangerously ill. Of course, both Directorates are staffed with people who are familiar with a number of languages as well as English, including French, Spanish, Portuguese, German, Dutch, Italian, Russian and Ukranian.

Educationally, our investigative and interview staff members hold graduate and undergraduate degrees in disciplines such as criminology, sociology, science, engineering, political science, psychology, philosophy, journalism, urban planning, and anthropology. In addition, many have specialized training which is of particular assistance to the Office of the Ombudsman and their academic achievements include not only Canadian and International fellowships but also several teaching appointments as well.

CHAPTER FIVE

PUBLIC AND PRIVATE HEARINGS

During our first year we travelled extensively throughout the Province and as of December 9, 1976 have held private and public hearings in a total of 46 municipalities. The philosophy behind these hearings was based on an awareness that although the Ombudsman's Office is located in Toronto, there are millions of people in this Province to whom Toronto is not easily nor readily accessible. We felt, therefore, that there was a great need for the Ombudsman to take positive steps to create a meaningful presence in the far reaches of the Province. The accessibility of the Ombudsman to all the people of Ontario was a major concern to the Members of the Legislature who took part in the debates on The Ombudsman Act.

Floyd Laughren (N.D.P. - Nickel Belt) said on June 12th, 1975:

I see no reason why there could not be a mobile department within the Ombudsman's Office which could cater to the small and extremely neglected communities in Northern Ontario, communities that have no government office to turn to when they run into trouble. Very often they have no idea of where to write, there is no address available to them and they really are at a loss. I would hope that the Ombudsman would seriously consider that.

George Samis (N.D.P. - Cornwall) expressed similar views, saying:

I do hope that the Ombudsman, as the Member for Nickel Belt said, will be highly accessible to the people. I hope that he doesn't become bogged down in this whole Toronto bureaucracy and become regarded as another part of the whole multiplier effective civil service here in Toronto and inaccessible to people in other parts of the Province.

I would like to suggest that for the people of Eastern Ontario, especially in my riding, who have a 300 mile distance to cover to Toronto and who feel very distant and cut off from Toronto, being close to the capital city in Canada but quite far from the capital of their Province, the Ombudsman would schedule regular periodic tours of regional centres in every year.

I would suggest, for example, if he were to come to Eastern Ontario for once a year, that he would set up office in Kingston or Ottawa for a set number of days and do the same thing for the North, for the Southwest. If the Ombudsman is designed to serve the people we have to get him close to the people on a periodic basis. I realize that he has to operate out of Toronto and I fully accept that, but I think it would have great value to the population if he could conduct some periodic tours every single year.

James Renwick (N.D.P. - Riverdale) most clearly spells out what we perceive our mandate to be in relation to the tours we have conducted throughout the Province. Mr. Renwick said:

With a Province of this size I think it is going to be extremely difficult for people who don't live in Metropolitan Toronto to understand why his office, for example, is going to be in Metropolitan Toronto. He is there to facilitate the public in correcting wrongs of the administration of the Province of Ontario, and there are a lot of people outside of Metro.

I myself think it is essential that the Ombudsman be prepared to travel - I don't mean constantly and continuously, but almost on circuit at certain points in the year to various parts of the Province. If he is going to do that I think he must have either an advance guard who goes in front of him to talk with people or have a local office somehow or other where people could go and get information. At the risk, perhaps, of tying it in too closely with the legal profession, it may well be that actual initial discussions could be done with say the local registrar of the Supreme Court, or some person such as that, who could indicate or assist the person in various regions of the

Province. Then the Ombudsman could go on the circuit in an orderly way over a period of time, but not for the purpose of having him out of Toronto all the time. I think to make his office meaningful something is going to have to be worked out that way.

In response to the mandate that was so clearly given to us by the Legislature, the Ombudsman and/or members of his staff visited the following centres on the dates indicated:

North Bay	November 3-4, 1975
Kenora	January 7, 1976
Thunder Bay	January 8-9
Kitchener-Waterloo	January 26-27
Kirkland Lake	February 25
Timmins	February 26
Kapuskasing	February 27
Cochrane	February 28
Kingston	March 4
Windsor	March 8
Sarnia	March 9
London	March 17-18
Durham (Oshawa)	April 13
Toronto (East End)	May 26
Toronto (Blessed Sacrament)	May 27
Brantford	June 3
Renfrew	June 9
Pembroke	June 10
Eganville	June 11
Stratford	June 17
Sault Ste. Marie	June 23
Wawa	June 24
Sudbury	June 25

In addition, senior staff members also held private hearings in Ottawa, L'Orignal and Picton. 803 interviews were conducted at these hearings.

After the summer recess the program resumed as follows:

Goderich	September 22
Listowell	September 23
Orillia	September 29
Midland	September 30
Barrie	October 1
Parry Sound	October 19
Hamilton (Mohawk College)	October 22
Cambridge	October 28
Dryden	November 3
Sioux Lookout	November 4

Red Lake (Balmertown)	November 5
Nipigon	November 16
Marathon	November 17
Geraldton	November 18
Peterborough	November 25
Trenton	November 26
Englehart	December 7
New Liskeard	December 8
Mattawa	December 9

During these Fall sessions an additional total of 1,159 interviews were conducted, for an overall total of over 1,900 interviews. Over 600 files were opened as a result of these interviews. The on-going program of private, staff hearings has been so successful and has assumed such an important role in the function of our Office that a schedule has already been drawn up for the first part of 1977, with planned appearances through to the early summer.

The early 1977 program, with tentative hearing dates will include:

Toronto (Etobicoke)	Early January
Smith Falls	January 18
Brockville	January 19
Cornwall	January 20
Atikokan	February 8
Fort Frances	February 9
Rainy River	February 10
Little Current	March 1
Espanola	March 2
Elliott Lake	March 3
Tobermory	March 22
Owen Sound	March 23
Collingwood	March 24
St. Catharines	April 12
Fort Erie	April 13
Manitouwadge	May 3
Hornepayne	May 4
Hearst	May 5
Chapleau	May 24
Blind River	May 25
Bancroft	June 14
Barry's Bay	June 15
Belleville	June 16

In addition to this schedule, two specific visits are also being arranged, the final details of which are to be available early in the New Year. They are to Chatham in late March and also to Moosonee and district. This latter visit is dependent upon the estimated Spring breakup.

The completed schedule will carry our total number of hearings since the program began to more than 70, and will have taken the message and services of the Ombudsman, quite literally, to every part of the Province.

We feel the "private" hearings are of major importance in our work on behalf of the people of Ontario. Within the hours set for such interviews - from 10:00 a.m. until 8:00 p.m., with a staff schedule so there is no interruption in service for meal breaks - the residents of the particular centre and district involved are invited to, and do, come to meet the Ombudsman and/or his representatives, in a private and confidential setting. They can then present their grievances directly to the staff member while being able to remain in their own community.

In every case, the staff hearings unit is headed by the Director of Interview Services with, in many cases, the Director of Rural, Agricultural and Municipal Services. There is always a legal officer attending as well as an office representative experienced in matters concerning the Workmen's Compensation Board. The complete unit usually numbers 6 to 8 interviewer-investigators who not only maintain a straight 10-hour interview day in the hearings location but who also visit other nearby communities to see people in their residences if so required.

As the program takes our staff to many centres where large segments of the population are not of an English-speaking background, Francophone staff members or those otherwise fluent in French and also those fluent in languages such as Ukrainian, Polish or Finnish become very vital members of the team. We have on necessary occasions also used the services of interpreters in Cree and Ojibway. All this has added much to our operation not only on the tours but at Head Office in Toronto.

The methods and procedures used in establishing these hearings have evolved as experience has been gained in our program and now follows an established pattern.

Taking geographic and population factors into consideration, a site is selected and the Director of Communications then visits that area approximately one month in advance to:

- 1) Arrange for a hearings location. (Usually a town hall, municipal centre or some other well-known local building such as the public library.)
- 2) Newspaper advertisements are arranged, taking budget into consideration, and covering a two or three-week period prior to the hearings (depending upon daily and weekly newspaper deadlines).
- 3) Local radio and television outlets are visited, newsrooms alerted to the visit and its details and newspaper editors and specialist columnists contacted. Radio and TV talk and public affairs programs are canvassed with regard to possible appearances before and during the hearings by the Ombudsman or members of the staff.
- 4) Schools in the district are contacted (mainly secondary) for opportunities of senior staff people appearing before upper-grade classes or assemblies.
- 5) After a period of roughly two weeks, during which time the local media have had the exclusive use of the story of the hearings,

a general news release is issued summing up all the details of the visit.

A number of other activities are undertaken by the Ombudsman's staff when they travel to a private hearing. Speaking engagements are arranged in the vicinity of the hearing and the Ombudsman and senior members of our staff address as many audiences as possible including student audiences at universities, community colleges and high schools on the role and function of the Ombudsman. In addition, members of the staff visit local jails to interview inmates who have either written to us about their grievances or who, upon hearing that the Ombudsman's representative is present, request personal interviews. Members of the staff also visit any psychiatric facilities in the area. Any files that have already been opened that concern complainants who live in the particular area visited are also brought to the hearings where further investigation and follow-up work is done and the complainants are met in person.

As a result of the tours around the Province, it is apparent that the continuing and on-going presence of the Ombudsman around the Province is definitely necessary. We are confident that through the use of our private hearings, the Ombudsman will remain easily accessible to all Ontario citizens regardless of where they live.

As already mentioned, responsibility for conducting the private hearings when the Ombudsman Office goes on tour around the Province is in the hands of Mr. Gary Speranzini, Director of Interview Services, and the members of his staff plus those staff members he requests from the other Directorates.

In addition to the private hearings, we also held public hearings in a number of centres. The purpose of the public hearings was to assist in carrying out the Ombudsman's commitment to draw up a blueprint which hopefully would give Ontario the best Ombudsman operation anywhere in the world. During these public hearings, local citizens come to give us their ideas about how they would like to see the Office of the Ombudsman function best from the viewpoint of their particular part of the Province. The many useful suggestions and ideas that were expressed during the course of these public hearings will be dealt with in the blueprint.

(A list of statistics concerning all the hearings is contained in Appendix H.)

CHAPTER SIX

A N N U A L R E P O R T

S T A T I S T I C S

May 1, 1975 to July 10, 1976

and

July 11, 1976 to October 31, 1976

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COMPLAINT RECEPTION

HOW MANY COMPLAINTS WERE RECEIVED?

From May 1, 1975 to July 10, 1976, we received 5,318 complaints.¹ This figure does not include approximately 5,000 telephone inquiries nor 269 hearing interviews where follow-up action beyond the initial contact was not required.

HOW WERE COMPLAINTS RECEIVED?

80% by mail

10% by office interview

10% by hearing interview

DID COMPLAINTS COME FROM ALL
REGIONS OF THE PROVINCE?

Yes. The map included in TABLE ONE² depicts a set of regional boundaries which are defined by Province of Ontario electoral district boundaries. In addition, TABLE ONE outlines the constituency groupings which form each region, the constituency, the rural/urban character of the constituency and the complaint to population ratios in percentage terms. There were a relatively high number of complaints originating from constituencies where a correctional facility is located. These constituencies are identified by an asterisk.

1. See Table No. 19

2. See Table No. 1, page (i)

TABLE TWO graphically summarizes the relationship between the regional population and the number of complaints. The number of complaints received from each region was approximately in proportion to the population of the region.³ It is interesting to note that the region with the least proximity to Toronto, described as "Ontario North" had the second highest complaint to population ratio. The 86 Ministry of Correctional Services complaints originating from the region did not appear to be the basis for the relatively high number of complaints. In addition, the rural/urban character of the regions did not appear to be a factor in determining the number of complaints received. TABLE THREE shows that the population-to-complaint ratio remained roughly one to one irrespective of the rural or urban character of the constituency.⁴ Naturally, the percentage of complaints from urban areas is high because a majority of the Ontario population (approximately 80%) resides in urban areas.

COMPLAINT CLOSINGS

HOW MANY COMPLAINT FILES WERE CLOSED?

From May 1, 1975 to July 10, 1976, 3,714 complaints were closed of the 5,318 received. The difference between the two figures, 1,604, represents the number of complaints in progress at the end of the reporting period. Except where

3. See Table No. 2

4. See Table No. 3

otherwise stated, all the Tables give data extracted from the 3,714 closed complaints. The 1,604 in-progress complaints will be reported in conjunction with the reporting year in which they are closed.

The graph shown in TABLE FOUR presents a monthly complaint workload profile.⁵ In 11 of 14 months, the number of complaint openings exceeded the number of complaint closings. Complaint openings exceeded complaint closings through every month from May, 1975 to February, 1976. Thereafter, complaint openings and complaint closings were about equal except for the month of June, 1976, when a large number of complaints were received at hearings. The overall result was a backlog of complaints which averaged 1,550 for the four months preceding the end of the reporting period.

HOW LONG DOES IT TAKE TO
COMPLETE A COMPLAINT?

A review of the 3,714 complaints which were completed shows that the average number of calendar days between the opening and the closing of a complaint was 63 days. TABLE FIVE shows the number of closed complaints which fall into each of the duration categories.⁶ The majority of complaints were closed within 90 days.

5. See Table No. 4

6. See Table No. 5

Basically, the number of duration days required to complete a given complaint is dependent on three factors; the complexity of the complaint, the co-operation of parties contacted on behalf of the complainant as well as the number of, and the work expended by the Ombudsman's staff. To a great extent, the first two factors are beyond our control. The latter factor is largely dependent on the availability of staff. TABLE SIX shows the relationship between the month in which the complaint was closed and the average number of duration days to closing for the month's group of complaints.⁷ The decline in the average number of duration days, commencing in January, 1976, coincides with acquisition of staff. We anticipate that the cumulative experience of the staff will be a factor in further reducing the average number of duration days required to close a complaint.

TABLE SEVEN provides an overview of the complaint closings for the entire reporting period. For instance, of the complaints opened in November, 1975, 14 were closed during April, 1976.⁸ As of July 10, 1976, a total of 207 complaints opened in November, 1975, had been closed.⁹

7. See Table No. 6

8. See Table No. 7

9. See Table No. 4 for the number of complaints opened during November, 1975

ORGANIZATIONS

WHICH GOVERNMENT AND PRIVATE ORGANIZATIONS WERE INVOLVED WITH THE COMPLAINTS RECEIVED?

The pattern of complaint involvement with governments and private organizations was reviewed from two perspectives; first, the organizations to which complainants directed their complaints and second, the organizations which were contacted on behalf of the complainant.¹⁰ The organizations were grouped into six major categories:

- I Ontario Government
- II Municipalities
- III Provinces
- IV Federal Government
- V International
- VI Private

Ontario Government organizations were placed in three sub-groups:

- (i) Ministries
- (ii) Agencies
- (iii) Ontario Government, other

Ontario Government "other" provides for organizational elements such as Cabinet Committees. TABLE EIGHT compares the number of complaints directed at each organization and the number of contacts with each organization.¹¹ In the majority of instances, the number of contacts with each organization is less than the number of complaints for the reason that many

10. See Table No. 22 (i) for a definition of the term "contact".

11. See Table No. 8. This Table does not indicate the number of complaints where a ministry or agency was notified of an investigation, but rather, it shows the organization initially complained against. Chapters Seven and Eight however, group the complaints according to the organizations dealt with in the course of inquiries and investigations on behalf of the complainant.

complaints were closed without initiating "contact" with the organization complained against.

The Ministry of the Attorney General and, specifically, the courts provide an example of a situation where the number of complaints far exceeds the number of contacts. This pattern results from the fact that a high percentage of these complaints were outside the jurisdiction of the Ombudsman. The same factor explains the discrepancy between complaints against and contacts with the Workmen's Compensation Board. TABLE ELEVEN outlines the reasons for complaints being outside the jurisdiction in relation to the organization complained against.¹²

TABLE EIGHT also shows that a high percentage of complaints were directed at relatively few organizations. With respect to Governmental Agencies, the seven organizations involved with 50 or more complaints accounted for 1,533 or 73% of the 2,057 complaints. The Ministry of Correctional Services alone was involved with 769 or 37% of such complaints.

COMPLAINT ASSIGNMENTS

HOW MANY CLOSED COMPLAINTS WERE
WORKED ON BY EACH DIRECTORATE?

All complaints received by the Office of the Ombudsman are assigned to an appropriate Directorate for action. The majority of complaints, 2,845 or 77%, were completed by

12. See Table No. 11 (i)

the Directorate to which they were originally assigned. For a significant number of complaints, 869 or 23%, the complexity of the complaint necessitated the involvement of more than one Directorate.

The pattern of the complaint sharing is outlined in TABLE NINE.¹³ The Directorates of Communications and Administration are excluded from the Table on the basis that they do not directly work on complaints. The Ombudsman and his immediate staff are also not shown on the basis that they were involved with virtually every complaint. The numbers in brackets represent the number of complaints worked on solely by the Directorate shown at the top of the column. The remaining figures in the column represent the complaints worked on in combination with other Directorates.

For instance, the Investigations Directorate worked on 167 complaints which did not involve other Directorates. The relatively high number of complaints worked on solely by the Legal Directorate and the Directorate of Institutional and Special Services is explained by the functions performed by these Directorates. As noted in other sections of the report, the Legal Directorate is responsible for many of the jurisdictional determinations. As a result, the majority of complaints which were determined to be outside the jurisdiction without an investigation were completed by the Legal Directorate

13. See Table No. 9

and not assigned to another Directorate. The Directorate of Institutional and Special Services has a relatively high complaint load because it has responsibility for complaints from high complaint sources - correctional centres, psychiatric hospitals and the Workmen's Compensation Board.

TABLE NINE also shows the number of complaints closed by each Directorate. Since a number of these Directorates were not in existence throughout the entire reporting period, the total number of complaints closed by all Directorates is less than the total number of closed complaints.

COMPLAINT DISPOSITION

HOW DID YOU DISPOSE OF CLOSED COMPLAINTS?

The disposition of all closed complaints was reviewed on the basis of three independent determinations which, as set out below, are roughly in the sequence that they would be a factor when working through a complaint.

- (i) JURISDICTION
- (ii) FINAL ACTION
- (iii) SETTLEMENT

A comprehensive explanation for each determination is provided in the sections which follow.

(i) JURISDICTION

HOW MANY CLOSED COMPLAINTS WERE WITHIN YOUR JURISDICTION?

We had jurisdiction in 954 complaints or 26% of 3,714 closed complaints.¹⁴ Another 2,589 or 70% of closed complaints were outside our jurisdiction. In 171 instances, or 4%, a jurisdictional determination was not made. In the majority of these cases, the complainant withdrew the complaint before work had commenced.

WHY WERE MANY COMPLAINTS
OUTSIDE YOUR JURISDICTION?

The governing statute and the powers conferred on other levels of Government exclude from our jurisdiction complaints where the following conditions exist:

- (i) The complaint does not pertain to decisions of "governmental organization" of the Province of Ontario.
- (ii) The complaint pertains to decisions of the Cabinet.
- (iii) The complaint pertains to decisions involving judges or matters before the courts.
- (iv) The complaint is premature because it pertains to matters where a right of appeal has not expired or been exercised.
- (v) The complaint pertains to matters within the jurisdiction of the Federal Government, municipal governments, or other provincial governments.
- (vi) The complaint pertains solely to private matters.

14. We estimate that more than 50% of the complaints "in progress" as of July 10, 1976 were within our jurisdiction.

The 2,589 complaints which were outside our jurisdiction are summarized in TABLE TEN.¹⁵ The most common reason for an 'outside jurisdiction' determination was the private nature of the complaint. This reason surfaced in 988 or 38% of all such complaints. Matters within the jurisdiction of other governments (federal, municipal, other provinces) was a factor in 729 or 28% of all 'outside jurisdiction' complaints. Complaints involving judges and courts accounted for 356 or 14% while complaints sent to us prematurely formed the basis for an 'outside jurisdiction' determination in 449 or 17% of all such complaints.

When only those 'outside jurisdiction' complaints which were directed at ministries and agencies of the Ontario Government are examined, the relationship between the specific organization and the reasons for complaints being outside the jurisdiction follows the pattern shown in TABLE ELEVEN.¹⁶

Recognizing the high percentage of 'outside jurisdiction' complaints, an analysis of our involvement in such complaints suggests the following:

- (i) The involvement in 'outside jurisdiction' complaints is unavoidable.
- (ii) Where involvement in 'outside jurisdiction' complaints is called for by the nature of the complaint, the extent of the involvement does not differ significantly from the pattern established for 'within jurisdiction' complaints.

15. See Table No. 10; the figure 2,589 includes premature complaints.

16. See Table No. 11, page (i)

- (iii) The involvement in 'outside jurisdiction' complaints results in a desirable level of assistance being rendered to complainants.

In 645 or 25% of all 'outside jurisdiction' complaints, an inquiry was required in order to arrive at the 'outside jurisdiction' determination.¹⁷ Another indicator of this pattern is that 675 investigations completed by the Directorate of Investigations and the Directorate of Institutional and Special Services resulted in an 'outside jurisdiction' determination. A comparison of the involvement in 'outside jurisdiction' inquiries, in relation to all other actions taken in 'outside jurisdiction' complaints, reveals the pattern shown in TABLE TWELVE, Part A.¹⁸

A comparison of 'within' and 'outside jurisdiction' inquiries shows a comparable level of involvement - see TABLE TWELVE, Part B. This Table should not be construed as an indicator that 'outside jurisdiction' complaints require the same amount of work as 'within jurisdiction' complaints, but rather, that we frequently become involved with complaints which require a significant amount of work in order to determine that the complaint is outside our jurisdiction. If the average duration to closing of all 'outside jurisdiction' complaints is examined, as shown in TABLE THIRTEEN, the average

17. See Table No. 22, page (ii) for a definition of "Inquiry".

18. See Table No. 12, page (i)

duration to closing dropped from 76 days in January, 1976 to 34 days in July, 1976.¹⁹ If those 'outside jurisdiction' complaints requiring an inquiry were excluded from the July calculation, the average duration to closing would be less than the 34 days quoted above.

Assistance was provided in 2,369 or 92% of all 'outside jurisdiction' complaints.²⁰ This assistance occurs as a result of explaining or clarifying a complainant's situation, providing general advice, directing the complainant by referral, or any of the previous actions in conjunction with an inquiry. In the case of 'within jurisdiction' complaints, assistance was provided to the complainant most frequently in conjunction with an inquiry. In the case of 'outside jurisdiction' complaints, assistance was provided to the complainant most frequently by means of a referral.

In relative percentage terms the "listen" action component for 'within jurisdiction' complaints is roughly twice the "listen" action component for 'outside jurisdiction' complaints. This situation arises as a result of complainants resolving complaints on their own initiative before an investigation had been carried out. In such circumstances, the action determination can only reflect the receipt of the complaint which is specified as a "listen" action. In combination with

19. See Table No. 13

20. See Table No. 14

the "decline" action possibility, which applies only to 'within jurisdiction' complaints, the result is a lower incidence of assistance for 'within jurisdiction' complaints. However, the quality and the substance of the assistance for 'within jurisdiction' complaints differs significantly from the assistance that is rendered when the complaint is found to be outside our jurisdiction. In the former instance, an inquiry frequently leads to a decision by the Governmental agency which results in a tangible or direct benefit to the complainant. In the latter instance, an inquiry invariably results in a referral to other levels of government or a private organization.

(ii) FINAL ACTION

WHAT FINAL ACTION DID YOU
TAKE ON CLOSED COMPLAINTS?

The nature of the final action varies from complaint to complaint. In order to express the possibilities, seven categories have been defined:²¹

- (i) "Listening"
- (ii) "Explaining"
- (iii) "Advising"
- (iv) "Referring"
- (v) "Inquiring"
- (vi) "Recommending"
- (vii) "Declining"

21. See Table No. 22 (i)

With the exception of "Declining" to investigate a complaint, each action possibility moving from (i) to (vii) subsumes the previous action possibilities. Thus an "inquiry" may include a "referral". Similarly, if an "inquiry" and a recommendation coincide, the final action is a "recommendation".

A final action analysis of all 3,714 closed complaints reveals the distribution of complaints shown in TABLE FIFTEEN.²²

As a result of assistance being provided to complainants in all but the "Listen" and "Decline" category, 86% of all complainants received some assistance.²³ On the basis of "explaining", "advising" or "referring", we assisted 1,762 complainants or 55% of all complainants who received assistance without incurring the costs and formality of an inquiry.

When the extent of the final action is related to the average number of duration days to closing, complaints involving advice (56 days), or referrals (54 days) have the shortest average duration to closing, whereas those in the inquiry (79 days), decline (83 days) and recommendation categories (136 days) required a longer period to closing.²⁴ Complaints in the "listen" and "explain" categories required somewhat longer durations to closing than one might expect.

22. See Table No. 15, page (i)

23. See Table No. 14

24. See Table No. 16

In both instances the complaints were often difficult to appreciate based on the complainant's first communication with our Office. Frequently, follow-up interviews were required in order to clarify the complaint.

(iii) SETTLEMENT

- (i) HOW MANY COMPLAINTS WERE RESOLVED?
- (ii) HOW MANY RESOLVED COMPLAINTS WERE SETTLED IN FAVOUR OF THE COMPLAINANT?
- (iii) HOW MANY COMPLAINANTS WERE SATISFIED/ DISSATISFIED WITH THE SETTLEMENT OF THEIR COMPLAINT?

The first question focuses on the settlement status of the complaint, that is, did the complaint reach the point where the issue was resolved?²⁵ A review of the 3,714 closed complaints shows that 787 complaints or 21% were resolved. However, if complaints of a private nature and complaints directed at government agencies other than "governmental organizations" within our jurisdiction are not included, the percentage of resolved complaints rises from 21% to 34%. Other factors which frequently intercede to prevent a complaint from being resolved include withdrawal and abandonment of a complaint, relevant circumstances changing in the course of an investigation and jurisdictional considerations other than the above, for example, a premature complaint. TABLE SEVENTEEN summarizes the the settlement status for all closed complaints.²⁶ TABLE

25. See Table No. 22, page (ii) for a definition of the term "Settlement Status".

26. See Table No. 17

EIGHTEEN relates the settlement status and result to the organization complained against.²⁷

The second question focuses on the settlement result, that is, did the settlement favour the complainant or the "governmental organization"? A review of 696 resolved complaints shows that 213 or 31% were settled in favour of the complainant; 286 or 41% were settled in favour of the "governmental organization", and 197 or 28% were independently resolved.²⁸ Thus, in 59% of resolved complaints, the complainant received all or part of the benefits requested. TABLE EIGHTEEN also relates the settlement result to the organization complained against. It is apparent that no one agency or ministry has a disproportionately high ratio of either "favour complainant" or "favour government" settlements.

Finally, the third question focuses on the level of complainant satisfaction. In most instances, the complainant did not make a statement with respect to his or her level of satisfaction with the complaint settlement. However, a review of 547 complaints where a determination was made indicates that

27. See Table No. 18. This Table is based on the complaints as grouped in Chapter Seven and Chapter Eight.

28. See Table No. 18.

489 complainants expressed satisfaction and the balance, 58 complainants, expressed dissatisfaction. It is worth noting that 36 complainants expressed satisfaction even though their complaints were not settled in their favour.

The following section of this Chapter presents a preliminary review of complaints closed during the period July 11, 1976 to October 31, 1976. It is recognized that these complaints will be reported in much greater detail as part of a future report to the Legislature, contemplated for May, 1977.

During this period, the Office of the Ombudsman received 1,858 complaints and 1,582 telephone inquiries. Throughout these months, 1,616 complaints were closed. The monthly breakdown is as follows:

<u>No. of Complaints</u>	<u>July*</u>	<u>August</u>	<u>September</u>	<u>October</u>	<u>Totals</u>
Opened	387	471	476	524	1,846
Closed	299	444	393	480	1,616
In progress	1,692**	1,719	1,802	1,846	

* July 11, 1976 to July 31, 1976

** The "in progress" figure as of July 10, 1976 was 1,604 complaints.

If these figures are consolidated with the totals as of July 10, 1976, then as of October 31, 1976, 7,176 complaints were received, 5,330 complaints were closed and 1,846 complaints remained in progress. Over the same period, inquiries totalled

6,851. Therefore, overall the Office of the Ombudsman has dealt with over 14,000 citizen inquiries and complaints.

On an organizational basis, the complaints closed during the July 11, 1976 to October 31, 1976 period were distributed as shown in TABLE TWENTY. The overall pattern does not differ significantly from the pattern set for complaints closed on or before July 10, 1976 - see the Table at the end of Chapter One.

On a jurisdictional basis the complaints closed between July and October fell into the following categories:

- (i) 496 complaints were found to be within the jurisdiction of the Ombudsman
- (ii) 218 complaints were found to be premature
- (iii) 775 complaints were found to be outside the jurisdiction of the Ombudsman
- (iv) 127 complaints did not involve a jurisdictional determination because they were abandoned or withdrawn.

Compared with the period to July 10, 1976, the percentage of closed complaints found to be within the jurisdiction of the Ombudsman increased from 26% to 31% - premature complaints were included as outside jurisdiction complaints. It should be noted that the 5-month period immediately prior to July 10, 1976 witnessed a rapid increase in the rate of outside jurisdiction complaint closings. TABLE THIRTEEN shows that for complaints closed in June, 1976, the average duration

to closing for within jurisdiction complaints was more than twice as long as complaints found to be outside the jurisdiction of the Ombudsman. As a result, three conclusions are evident:

- (i) The balance of within/outside jurisdiction complaints at closing does not reflect the balance as complaints are received
- (ii) The majority of complaints in progress as at both July 10, 1976 and October 31, 1976 are within jurisdiction complaints
- (iii) A significant portion of the investigative effort to date is not reflected by the closed complaint figures.

North Pickering complaints constitute an example of the situation described above.

For the period July 11, 1976 to October 31, 1976, 22% or 218 complaints found to be outside the jurisdiction fell into the premature category. If these complainants do not find adequate remedies, their complaints will be reopened and investigated as a complaint within the Ombudsman's jurisdiction.

It is anticipated that when sufficient time has passed to allow these factors to take full effect, the percentage of within jurisdiction complaints, as determined at closing, will approximate 40% of the complaints closed during a given month or year.

Irrespective of the jurisdictional determination, 87% of complaints closed between July 11, 1976 and October 31, 1976

resulted in assistance being rendered to the complainant. The scope of this assistance is explained on page 123 of this Chapter. The above figure corresponds closely with the 86% assistance for complaints closed to July 10, 1976.

The pattern of complaint settlement for the July-October period was as follows:

- (i) 506 or 31% of all closed complaints were resolved. With respect to complaints directed at governmental agencies, 496 or 51% were resolved
- (ii) For the 354 complaints involving governmental agencies, where there was a clear settlement result, 113 complaints were settled in favour of the complainant, 181 complaints were settled in favour of governmental agencies and 60 complaints were independently resolved.
- (iii) Recommendations were made in 105 of the 113 complaints settled in favour of the complainant.

TABLE TWENTY-ONE presents a more detailed picture of these figures.

T A B L E S

TABLE NO.: 1 (i)

TITLE: COMPLAINTS BY REGION AND
ONTARIO ELECTORAL DISTRICT



THE PROVINCE OF ONTARIO

TABLE NO.:	1	(ii)	TITLE:	COMPLAINTS BY REGION AND ONTARIO ELECTORAL DISTRICT
<u>REGIONS</u>				
<u>NUMBER</u>		<u>NAME</u>		
1		Toronto-Centre		
2		Toronto-Suburbs		
3		Horseshoe		
4		Ontario West-Central		
5		Ontario Western-Ring		
6		Toronto North-East Corridor		
7		Ontario North-Central		
8		Ottawa-East		
9		Ontario North		
<p>Note: The designations below apply to the schedules found in this table.</p> <p>(1) An asterisk - * - indicates a constituency where a Ministry of Corrections facility is located.</p> <p>(2) The notations (R), (U) or (M) designate the constituency as (R) Rural, (U) Urban or (M) Mixed Urban-Rural. The application of the designations was based on data from a publication by the Chief Election Officer of Ontario entitled "1975 Ontario Election Summary From The Records".</p>				

TABLE NO.: 1		(111)		TITLE: COMPLAINTS BY REGION AND ONTARIO ELECTORAL DISTRICT	
REGION ONE: TORONTO CENTRE					
CONSTITUENCY	POPULATION	NUMBER OF COMPLAINTS	PERCENTAGE OF REGIONAL POPULATION	PERCENTAGE OF REGIONAL COMPLAINTS	
Beaches-Woodbine	72,313 (u)	22	6.7	4.0	
Belwoods	70,775 (u)	20	6.6	3.6	
Don Mills	75,173 (u)	33	7.0	5.9	
Dovercourt	74,342 (u)	20	6.9	4.0	
Eglinton	71,953 (u)	37	6.7	6.7	
High Park-Swansea	65,572 (u)	40	6.1	7.2	
Oakwood	75,709 (u)	15	7.0	2.7	
Parkdale	72,243 (u)	33	6.7	5.9	
Riverdale	69,919 (u)	22	6.5	4.0	
St. Andrew- St. Patrick	74,405 (u)	43	6.9	7.8	
*St. David	70,490 (u)	132	6.5	23.8	
St. George	70,774 (u)	83	6.6	15.0	
Scarborough-West	66,343 (u)	17	6.1	3.1	
York-East	73,428 (u)	16	6.8	2.9	
York-South	76,179 (u)	21	7.1	3.8	
T O T A L S	1,079,618	554	100.0	100.0	
PERCENTAGE OF ONTARIO POPULATION	14.0				
PERCENTAGE OF TOTAL CLOSED COMPLAINTS		15.7			

TABLE NO.: 1 (iv)

TITLE: COMPLAINTS BY REGION AND ONTARIO ELECTORAL DISTRICT

REGION TWO: TORONTO SUBURBS

CONSTITUENCY	POPULATION	NUMBER OF COMPLAINTS	PERCENTAGE OF REGIONAL POPULATION	PERCENTAGE OF REGIONAL COMPLAINTS
Armourdale	74,703 (U)	21	7.4	7.1
Downsview	73,062 (U)	19	7.2	6.4
Etobicoke	70,469 (U)	18	7.0	6.1
Humber	75,940 (U)	24	7.5	8.1
*Lakeshore	76,281 (U)	41	7.5	13.8
Orlolo	75,647 (U)	23	7.5	7.7
Scarborough-Centre	69,943 (U)	10	6.9	6.1
Scarborough-East	69,780 (U)	16	6.9	5.7
Scarborough-Ellesmere	71,039 (U)	17	7.1	5.4
Scarborough-North	60,397 (U)	25	6.0	8.4
Wilson Heights	73,205 (U)	28	7.2	9.4
York Mills	74,851 (U)	17	7.4	5.7
York West	70,791 (U)	14	7.0	4.7
Yorkview	73,483 (U)	16	7.3	5.4
T O T A L S	1,010,399	297	100.0	100.0
PERCENTAGE OF ONTARIO POPULATION	13.1			
PERCENTAGE OF TOTAL CLOSED COMPLAINTS		8.4		

TABLE NO.: 1 (v)		TITLE: COMPLAINTS BY REGION AND ONTARIO ELECTORAL DISTRICT			
REGION THREE: HORSESHOE					
CONSTITUENCY	POPULATION	NUMBER OF COMPLAINTS	PERCENTAGE OF REGIONAL POPULATION	PERCENTAGE OF REGIONAL COMPLAINTS	
*Brampton	70,170 (u)	52	6.2	11.2	
Droch	53,055 (u)	9	4.7	1.9	
Burlington-South	80,502 (u)	30	7.1	6.5	
*Halton-Burlington	50,806 (u)	88	4.5	19.0	
Hamilton-Centre	73,607 (u)	48	6.5	10.4	
Hamilton-East	66,955 (u)	14	5.9	3.0	
Hamilton-Mountain	74,315 (u)	20	6.6	4.3	
*Hamilton-West	67,010 (u)	18	5.9	3.9	
Lincoln	48,410 (M)	15	4.3	3.2	
Mississauga-East	53,707 (u)	21	4.7	4.5	
Mississauga-North	56,279 (u)	23	5.0	5.0	
Mississauga-South	62,141 (u)	14	5.5	3.0	
Niagara Falls	67,163 (u)	13	5.9	2.8	
Oakville	58,036 (u)	10	5.2	2.2	
St. Catharines	69,219 (u)	32	6.1	6.9	
*Welland	59,462 (u)	38	5.3	8.2	
Wentworth	55,933 (u)	11	4.9	2.4	
Wentworth-North	63,638 (u)	7	5.6	1.5	
TOTALS	1,131,208	463	100.0	100.0	
PERCENTAGE OF ONTARIO POPULATION	14.7				
PERCENTAGE OF TOTAL CLOSED COMPLAINTS		13.1			

TABLE NO.: 1 (vi)

TITLE: COMPLAINTS BY REGION AND ONTARIO ELECTORAL DISTRICT

REGION FOUR: ONTARIO WEST CENTRAL

CONSTITUENCY	POPULATION	NUMBER OF COMPLAINTS	PERCENTAGE OF REGIONAL POPULATION	PERCENTAGE OF REGIONAL COMPLAINTS
*Brantford	64,421 (U)	45	8.5	10.9
Brant-Oxford-Norfolk	60,552 (R)	12	8.0	2.9
Cambridge	69,406 (R)	14	9.2	3.4
Erie	50,019 (U)	0	6.6	1.9
*Haldimand-Norfolk	64,661 (R)	28	8.5	6.8
Kitchener	72,254 (U)	48	9.5	11.6
Kitchener-Wilmont	72,254 (U)	19	9.5	4.6
Oxford	74,254 (M)	24	9.8	5.8
*Perth	69,973 (M)	29	8.3	7.0
Waterloo-North	58,111 (U)	27	7.7	6.5
Wellington-Dufferin-Peel	60,172 (R)	35	7.9	8.5
Wellington-South	66,251 (U)	124	8.7	30.0
T O T A L S	757,765	413	100.0	100.0
PERCENTAGE OF ONTARIO POPULATION	9.8			
PERCENTAGE OF TOTAL CLOSED COMPLAINTS		11.7		

TABLE NO.: 1 (vii)

TITLE: COMPLAINTS BY REGION AND ONTARIO ELECTORAL DISTRICT

REGION FIVE: ONTARIO WESTERN RING				
CONSTITUENCY	POPULATION	NUMBER OF COMPLAINTS	PERCENTAGE OF REGIONAL POPULATION	PERCENTAGE OF REGIONAL COMPLAINTS
*Chatham Kent	57,521 (U)	17	5.5	5.0
Elgin	58,142 (M)	29	5.6	8.5
Essex-North	50,162 (M)	7	4.8	2.1
Essex-South	54,594 (R)	7	5.2	2.1
Grey	49,957 (R)	37	4.8	10.9
*Grey-Bruce	46,050 (M)	34	4.5	10.0
Huron-Bruce	46,740 (R)	19	4.5	5.6
Huron-Middlesex	42,486 (R)	8	4.1	2.3
Kent-Elgin	50,406 (R)	3	4.8	.9
Lambton	43,800 (R)	13	4.2	3.8
*London Centre	77,641 (U)	37	7.4	10.9
London North	70,727 (U)	17	6.8	5.0
London South	74,854 (U)	18	7.2	5.3
Middlesex	47,808 (R)	18	4.6	5.3
*Sarnia	70,434 (U)	39	6.7	11.4
Windsor-Riverside	67,905 (U)	10	6.5	2.9
*Windsor-Sandwich	67,385 (U)	12	6.4	3.5
Windsor-Walkerville	68,010 (U)	16	6.5	4.7
T O T A L S	1,045,590	341	100.0	100.0
PERCENTAGE OF ONTARIO POPULATION	13.6			
PERCENTAGE OF TOTAL CLOSED COMPLAINTS	9.6			

TABLE NO.: 1 (viii) TITLE: COMPLAINTS BY REGION AND ONTARIO ELECTORAL DISTRICT

REGION SIX: TORONTO NORTH-EAST CORRIDOR				
CONSTITUENCY	POPULATION	NUMBER OF COMPLAINTS	PERCENTAGE OF REGIONAL POPULATION	PERCENTAGE OF REGIONAL COMPLAINTS
Dufferin-Simcoe	62,000 (M)	23	10.8	9.5
Durham-East	59,453 (U)	17	10.4	7.0
Durham-North	55,254 (R)	20	9.7	8.2
Durham-West	64,495 (U)	30	11.3	12.3
Oshawa	62,739 (U)	17	11.0	7.0
Simcoe-Centre	65,383 (M)	62	11.4	25.5
Simcoe-East	60,521 (M)	34	10.6	14.0
York Centre	71,366 (U)	25	12.5	10.3
York North	70,256 (M)	15	12.3	6.2
TOTALS	571,557	243	100.0	100.0
PERCENTAGE OF ONTARIO POPULATION	7.4			
PERCENTAGE OF TOTAL CLOSED COMPLAINTS		6.8		

TABLE NO.: 1 (1x)

TITLE: COMPLAINTS BY REGION AND ONTARIO ELECTORAL DISTRICT

REGION SEVEN, ONTARIO NORTH-CENTRAL

CONSTITUENCY	POPULATION	NUMBER OF COMPLAINTS	PERCENTAGE OF REGIONAL POPULATION	PERCENTAGE OF REGIONAL COMPLAINTS
Frontenac-Addington	48,414 (R)	14	7.0	3.2
Hastings-Peterborough	45,092 (R)	16	7.4	3.6
Kingston & Islands	60,783 (U)	49	9.8	11.1
Muskoka	31,930 (R)	17	5.2	3.8
* Northumberland	59,227 (M)	22	9.6	5.0
* Parry Sound	40,017 (R)	32	6.5	7.2
* Peterborough	02,140 (U)	121	13.3	27.3
* Prince Edward-Lennox	41,494 (R)	36	6.7	0.1
Quinte	63,778 (U)	20	10.3	4.5
* Renfrew-North	50,309 (M)	27	8.1	6.1
* Renfrew-South	49,171 (R)	72	7.9	16.3
* Victoria-Haliburton	45,722 (R)	17	7.4	3.8
T O T A L S	610,965	443	100.0	100.0
PERCENTAGE OF ONTARIO POPULATION	8.0			
PERCENTAGE OF TOTAL CLOSED COMPLAINTS		12.5		

TABLE NO.: 1 (x)

TITLE: COMPLAINTS BY REGION AND ONTARIO ELECTORAL DISTRICT

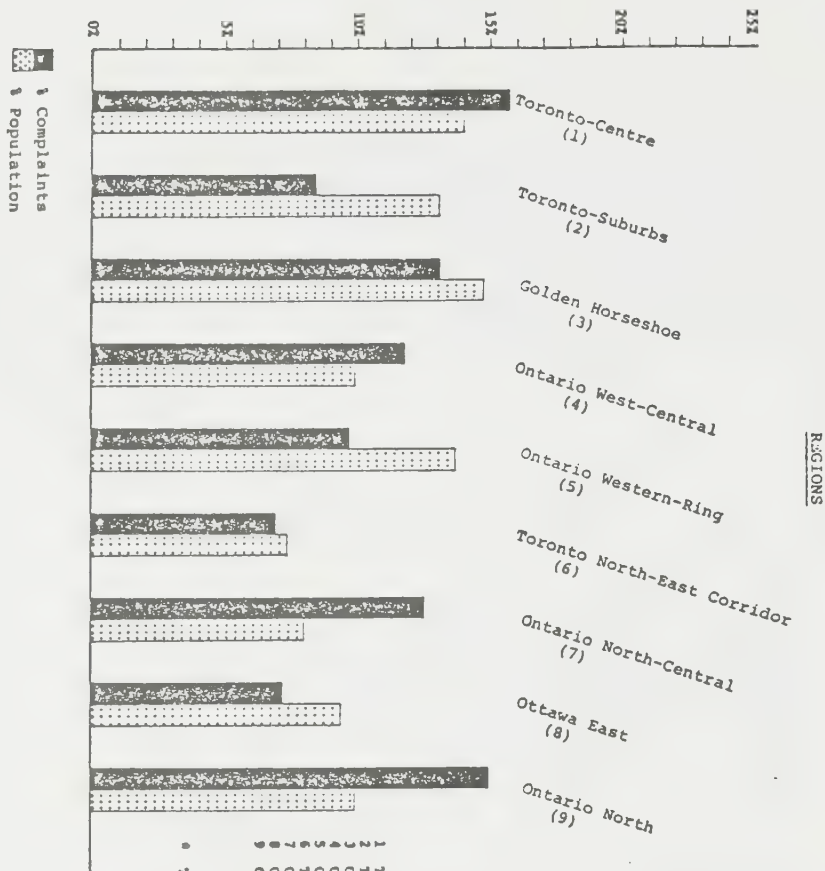
REGION EIGHT: OTTAWA-EAST

CONSTITUENCY	POPULATION	NUMBER OF COMPLAINTS	PERCENTAGE OF REGIONAL POPULATION	PERCENTAGE OF REGIONAL COMPLAINTS
Carleton	70,428 (U)	30	9.7	11.9
*Carleton-East	63,752 (U)	36	8.8	14.2
*Carleton-Grenville	46,423 (R)	38	6.4	15.0
*Cornwall	52,300 (U)	19	7.2	7.5
*Ivanhoe	42,259 (M)	19	5.8	7.5
*Leeds	50,093 (M)	11	6.9	4.3
Ottawa-Centre	75,713 (U)	27	10.5	10.7
Ottawa-East	76,396 (U)	16	10.6	6.3
Ottawa-South	76,480 (U)	20	10.6	7.9
Ottawa-West	71,752 (U)	11	9.9	4.3
*Prescott & Russell	53,413 (R)	14	7.4	5.5
Stormont-Dundas-Glengarry	44,939 (R)	12	6.2	4.7
TOTALS	723,956	253	100.0	100.0
PERCENTAGE OF ONTARIO POPULATION	9.4			
PERCENTAGE OF TOTAL CLOSED COMPLAINTS		7.2		

TABLE NO.: 1	(x1)	TITLE: COMPLAINTS BY REGION AND ONTARIO ELECTORAL DISTRICT		
REGION NINE: ONTARIO NORTH				
CONSTITUENCY	POPULATION	NUMBER OF COMPLAINTS	PERCENTAGE OF REGIONAL POPULATION	PERCENTAGE OF REGIONAL COMPLAINTS
Algoma	30,147 (R)	18	3.9	3.4
Algoma-Maitoulin	31,557 (R)	14	4.1	2.7
Cochrane-North	42,594 (R)	44	5.6	8.3
*Cochrane-South	53,242 (U)	60	7.0	11.4
*Fort William	59,043 (U)	59	7.7	11.2
Kenora	45,156 (M)	43	5.9	8.2
Lake Nipigon	30,382 (R)	16	4.0	3.0
*Nickel Belt	51,695 (R)	10	6.8	1.9
Nipissing	63,910 (U)	97	8.4	18.4
*Port Arthur	55,965 (U)	38	7.3	7.2
*Rainy River	33,824 (M)	14	4.4	2.7
*Sault Ste. Marie	80,332 (U)	29	10.5	5.5
*Sudbury	72,037 (U)	33	9.4	6.2
Sudbury-East	65,179 (M)	14	0.5	2.7
*Timiskaming	48,905 (M)	38	6.4	7.2
T O T A L S	764,040	527	100.0	100.0
PERCENTAGE OF ONTARIO POPULATION	9.9			
PERCENTAGE OF TOTAL CLOSED COMPLAINTS		14.9		

TABLE NO.: 2

TITLE: REGIONAL COMPARISON OF COMPLAINTS AND POPULATION

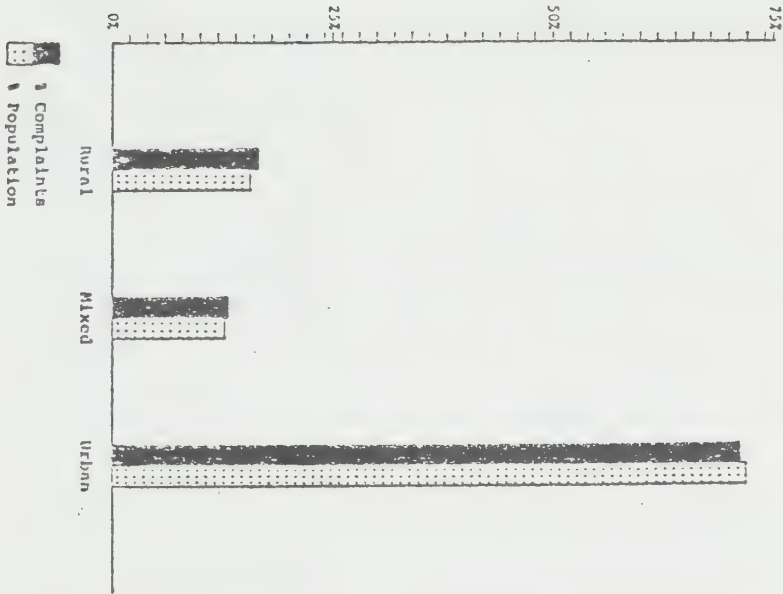


REGION	Closed Complaints (A)	Ontario Population (B)	Complaints / Population
1 Toronto-Centre	534	1,079,618	1.12
2 Toronto-Suburbs	297	1,010,399	.64
3 Golden Horseshoe	463	1,131,208	.89
4 Ontario West-Central	413	757,765	1.19
5 Ontario Western-Ring	341	1,045,590	.71
6 Toronto N/E Corridor	243	571,557	.92
7 Ontario North-Central	443	618,965	1.56
8 Ottawa-East	253	723,956	.77
9 Ontario North	527	764,048	1.51
Total	3534*	7,703,106	

* There were 180 closed complaints where the constituency could not be determined.

TABLE NO.: 3

TITLE: COMPLAINTS AND POPULATION BY RURAL/URBAN DESIGNATION

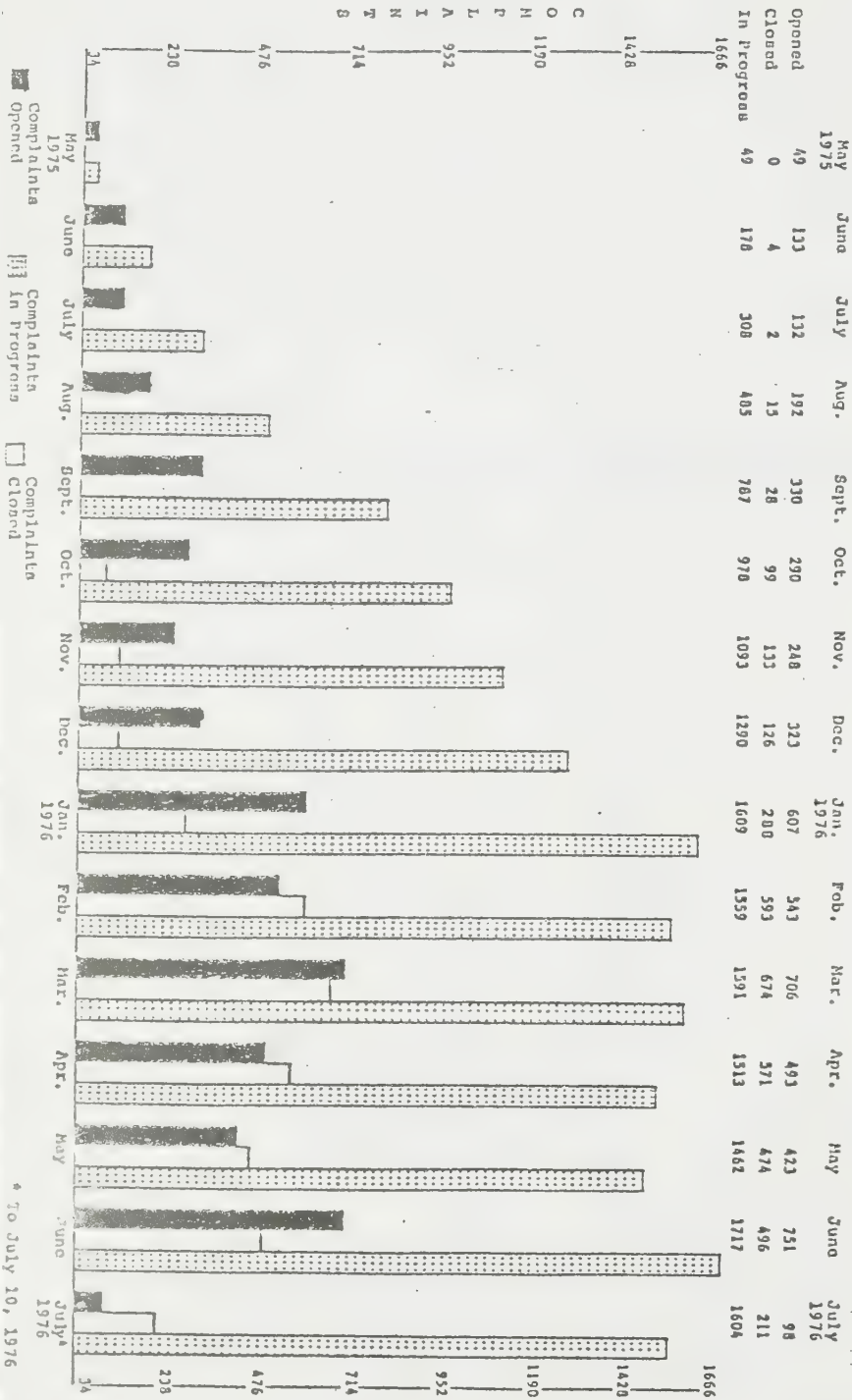


* The percentages do not include 100 closed complaints where the constituency could not be determined.

	Complaints*	Population
Rural	16.18	15.71
Mixed	13.08	12.91
Urban	70.98	71.49

TABLE NO.: 4

TITLE: COMPLAINT OPENINGS AND COMPLAINT CLOSINGS BY MONTH



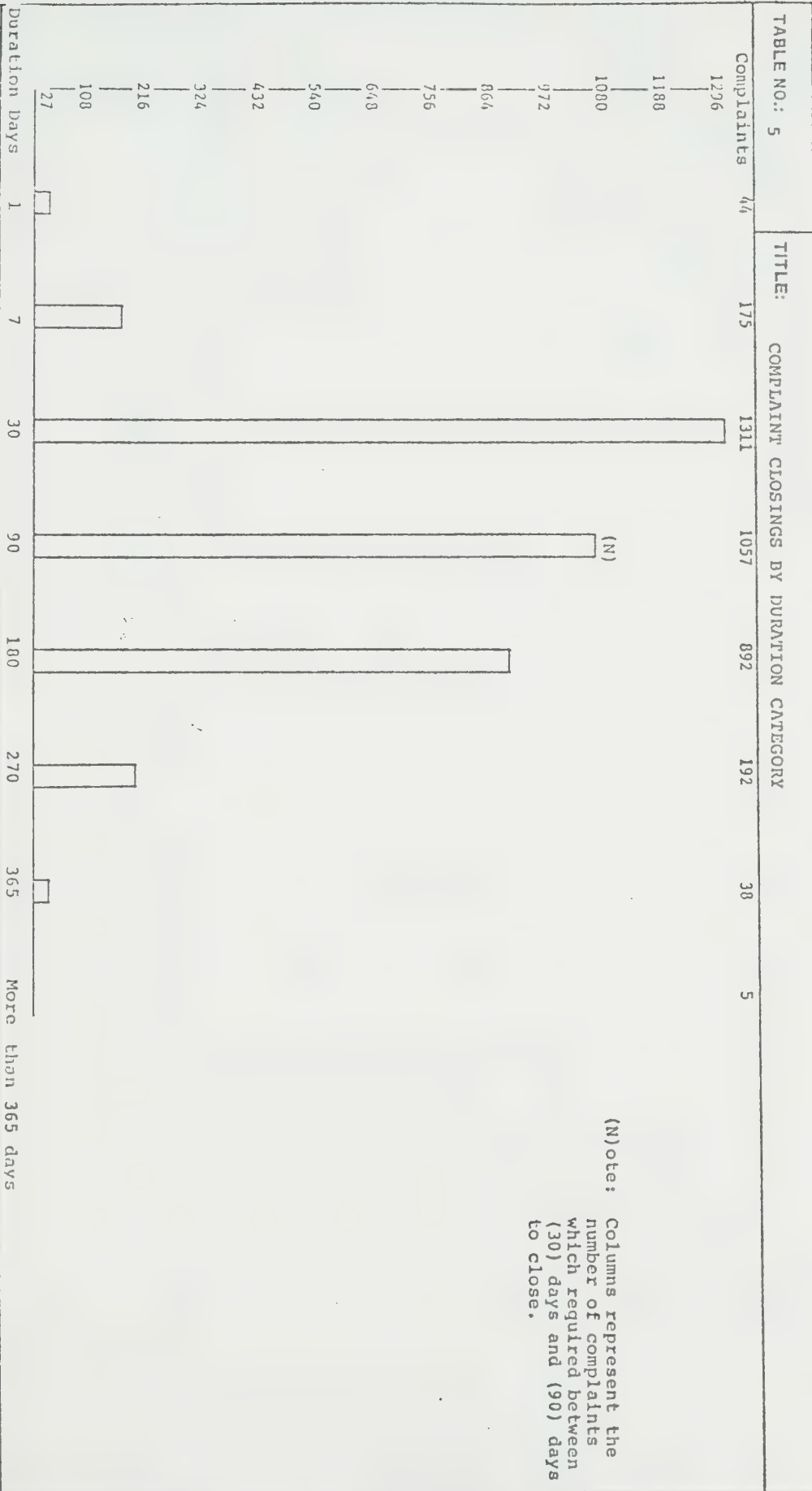
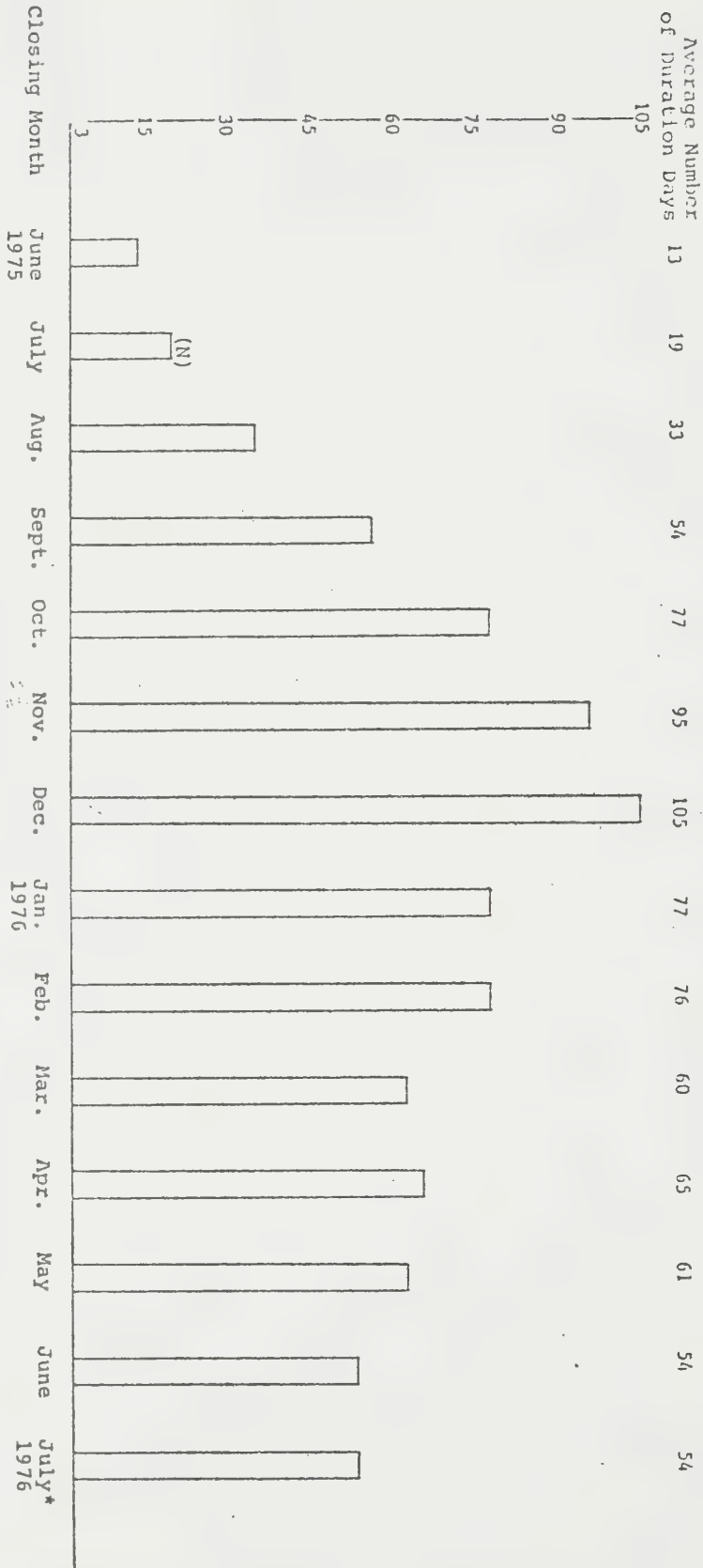


TABLE NO.: 6

TITLE:

AVERAGE DURATION DAYS TO CLOSING BY MONTH



(N)ote: Each column represents the average number of duration days to closing for all complaints which were closed during the month indicated.

* To July 10, 1976

TABLE NO.: 7		TITLE: ** MONTH OPENED/MONTH CLOSED CALENDAR YEAR PROFILE															
	Opening Month	Closing Month												Total Closed Complaints			
		May '75	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan. '76	Feb.	Mar.	Apr.		May	June	July* '76
May/75		2				8	5	2	6	1	2		7		1		34
June		2			4		32	21	8	14	12	4	4	3	4	1	109
July			2		5	3	6	38	20	10	11	4	6	3	2		110
Aug.					6	6	17	29	34	18	19	10	14	6	4		163
Sept.						11	31	23	21	44	67	22	18	16	6		259
Oct.							8	10	17	47	95	26	13	2	4	1	223
Nov.								10	11	35	67	51	14**	12	5	2	207**
Dec.									9	40	60	87	33	15	6	1	251
Jan./76										79	176	130	41	28	15	7	476
Feb.											84	208	73	40	26	10	441
Mar.												132	278	59	46	15	530
Apr.													70	183	57	25	335
May														107	123	22	252
June															197	115	312
July																12	3714

* To July 10, 1976

** See Page 113 for explanations.

* To July 10, 1976

** See Page 113 for explanations.

TABLE NO.: 8 (i)	TITLE: COMPLAINTS AND CONTACTS BY ORGANIZATION	
<u>Ontario Government</u>	<u>Number of Complaints</u>	<u>Number of Contacts</u>
<u>Ministries</u>		
Agriculture & Food	8	1
Attorney General	56	36
Courts	280	10
Colleges & Universities	22	16
Community & Social Services	71	43
Consumer & Commercial Relations	64	30
Correctional Services	769	572
Culture & Recreation	3	4
Education	24	11
Energy	4	4
Environment	19	31
Government Services	14	8
Health	54	29
O.H.I.P.	24	11
Hospitals	43	37
Housing	22	19
Industry & Tourism	1	2
Labour	11	7
Natural Resources	16	10
Revenue	29	15
Solicitor General	3	3
O.P.P.	37	14
Transportation & Communications	71	39
Treasury, Economics & Intergovernmental Affairs	4	3
Totals	1649	955
<u>Agencies</u>		
Children's Aid Society	14	1
Civil Service Commission	4	3
College of Applied Arts	9	3
Criminal Injuries Compensation	4	2
Human Rights Commission	5	1
Labour Relations Board	9	2
Liquor Control Board	4	2
Ontario Housing Corporation	30	20
Ontario Hydro	10	10
Ontario Municipal Board	27	2
Workmen's Compensation Board	232	135
Ontario Agencies Other	31	24
Totals	412	205
Ontario Government Other	29	13
Ontario Government Totals	2057	1173

TABLE NO.: 8 (ii)	TITLE: COMPLAINTS AND CONTACTS BY ORGANIZATION	
<u>Municipalities</u>	<u>Number of Complaints</u>	<u>Number of Contacts</u>
Municipalities	352	31
Municipal Police	125	18
Totals	477	49
<u>Provinces</u>		
Provinces Totals	32	7
<u>Federal Government Departments & Agencies</u>		
Air Canada	1	1
Consumer & Corporate Affairs	1	1
Manpower & Immigration	38	16
National Parole Board	18	10
Post Office	10	0
Royal Canadian Mounted Police	13	0
Unemployment Insurance Commission	75	22
Veteran's Affairs	17	9
War Veteran's Commission	1	0
Federal Government Other	180	41
Totals	354	100
<u>Private</u>		
Associations/Groups	71	35
Doctors-Patient	23	7
Law Society	20	4
Lawyer-Client	152	27
Medical Association	8	1
Private Corporations	293	19
Universities	9	2
Other-Private**	428	15
Totals	1004	110
<u>International</u>		
International Totals	4	2
Overall Totals	3928*	1428

* This figure exceeds the total number of closed complaints (3714) because some complaints involve more than one organization.

** Private Individuals

TABLE NO.: 9		TITLE: COMPLAINT ASSIGNMENTS AND CLOSINGS BY DIRECTORATE					
Directorates	Legal	Interview Services	Investigations	D. I. S. S.**	Research	R. A. M. S.***	
Legal	(1332)	344	142	108	55	12	
Interview Services	344	(161)	66	102	45	6	
Investigations	142	66	(167)	49	43	2	
D. I. S. S.	108	102	49	(955)	8	3	
Research	55	45	43	8	(138)	6	
R. A. M. S.	12	6	2	3	6	(28)	
Assignment Totals	1993	724	469	1225	295	57	
Closed Complaint Totals*	1332	344	469	1225	138	57	

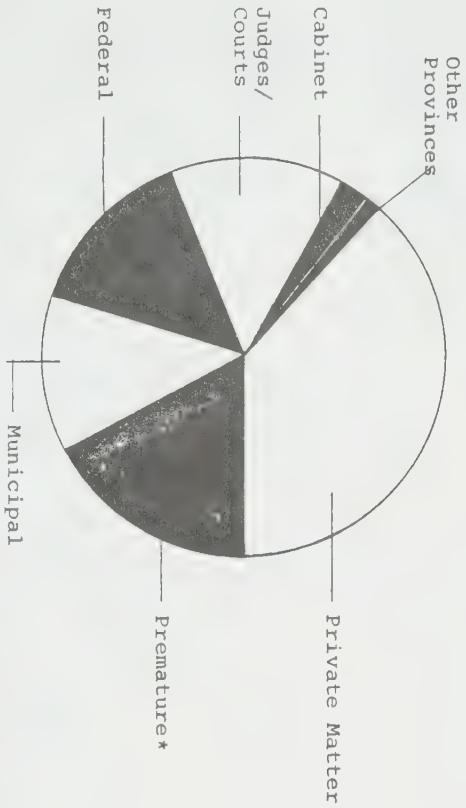
* Totals do not include closed complaints which were completed before the directorates were organized.

** Directorate of Institutional and Special Services.

*** Directorate of Rural, Agricultural and Municipal Services.

TABLE NO.: 10

TITLE: OUTSIDE JURISDICTION COMPLAINTS BY REASONS



*Note the special status of Premature complaints as explained in Chapter Six

TABLE NO.: 11		(i)		TITLE: OUTSIDE JURISDICTION COMPLAINTS BY ORGANIZATION AND REASON								
Reasons**	Judges/ Courts	Cabinet	Federal	Municipal	Private	Premature*	Other Provinces	Closed Complaints Total				
<u>Ontario Government</u>												
<u>Ministries</u>												
Agriculture & Food	1	1		1		3		6				
Attorney General	21	2	1		6	3		33				
Courts	254	1			14	7		276				
Colleges & Universities			1		4	4		9				
Community & Social Services	1	2		2	7	21		33				
Consumer & Commercial Relations	6	3	1	2	14	14		40				
Correctional Services	32		40	1	9	25	1	108				
Culture & Recreation						2		2				
Education				5	4	6		15				
Energy		2				2		4				
Environment						7		7				
Government Services					2	2		4				

* Note the special status of Premature complaints as explained in Chapter Six.

** There were no Ontario Supreme Court orders restricting the Ombudsman's jurisdiction.

* Note the special status of Premature complaints as explained in Chapter Six.

** There were no Ontario Supreme Court orders restricting the Ombudsman's jurisdiction.

TABLE NO.: 11 (ii)		TITLE: OUTSIDE JURISDICTION COMPLAINTS BY ORGANIZATION AND REASON						
Reasons	Judges/ Courts	Cabinet	Federal	Municipal	Private	Premature	Other Provinces	Closed Complaints Total
<u>Ontario Government</u>								
<u>Ministries</u>								
Health	1	5			11	4		21
O.H.I.P.		1			1	8		10
Hospitals	1	1	1		7	3		13
Housing		1		3	1	5		10
Labour			2		2	3		7
Natural Resources				1	1	5		7
Revenue	1	1				4		6
Solicitor General						1		1
O.P.P.	6				2	24		32
Transportation & Communications	2	9		2	1	14		28
Treasury, Economics & Intergovernmental Affairs				1				1
Totals	326	29	46	18	86	167	1	673

TABLE NO.: 11		(iii)		TITLE:		OUTSIDE JURISDICTION COMPLAINTS BY ORGANIZATION AND REASON									
		Reasons		Judges/ Courts	Cabinet	Federal	Municipal	Private	Premature	Other Provinces	Closed Complaint Totals				
<u>Agencies</u>															
Children's Aid Society		4					1	5	4		14				
Civil Service Commission									1	1	1				
Colleges of Applied Arts		1						4	1		6				
Criminal Injuries Compensation									1		1				
Human Rights Commission						1			3		4				
Labour Relations Board								3	4		7				
Ontario Housing Corporation		1							3		4				
Ontario Hydro		1		22		1		5	4		36				
Ontario Municipal Board		1		3			9		12		25				
Workmen's Compensation Board						1		7	180	1	189				
Other Ontario Agencies		1						4	12		17				
Totals		9		25		3	13	28	225	1	304				
Ontario Government Other		1		17				1	1		20				
Ontario Government Totals		336		71		49	31	115	393	2	997				

TABLE NO.: 12	TITLE: INQUIRY LEVEL INVOLVEMENT IN OUTSIDE JURISDICTION COMPLAINTS																		
<div>PART A</div> <div>'OUTSIDE JURISDICTION' COMPLAINTS</div> <table><tr><td></td><td><u>Directorate Assignments</u></td><td><u>Contacts</u></td><td><u>Average Duration (Days)</u></td><td><u>Number of Complaints</u></td></tr><tr><td>Inquiries</td><td>928</td><td>731</td><td>76</td><td>645</td></tr><tr><td>Other Actions</td><td>2388</td><td></td><td>56</td><td>1944</td></tr></table>						<u>Directorate Assignments</u>	<u>Contacts</u>	<u>Average Duration (Days)</u>	<u>Number of Complaints</u>	Inquiries	928	731	76	645	Other Actions	2388		56	1944
	<u>Directorate Assignments</u>	<u>Contacts</u>	<u>Average Duration (Days)</u>	<u>Number of Complaints</u>															
Inquiries	928	731	76	645															
Other Actions	2388		56	1944															
<div>PART B</div> <div><u>ALL COMPLAINTS</u></div> <table><tr><td></td><td><u>Directorate Assignments</u></td><td><u>Contacts</u></td><td><u>Average Duration (Days)</u></td><td><u>Number of Complaints</u></td></tr><tr><td>Inquiries (Within Jurisdiction)</td><td>928</td><td>1414</td><td>83</td><td>713</td></tr><tr><td>Inquiries (Outside Jurisdiction)</td><td>928</td><td>731</td><td>76</td><td>645</td></tr></table>						<u>Directorate Assignments</u>	<u>Contacts</u>	<u>Average Duration (Days)</u>	<u>Number of Complaints</u>	Inquiries (Within Jurisdiction)	928	1414	83	713	Inquiries (Outside Jurisdiction)	928	731	76	645
	<u>Directorate Assignments</u>	<u>Contacts</u>	<u>Average Duration (Days)</u>	<u>Number of Complaints</u>															
Inquiries (Within Jurisdiction)	928	1414	83	713															
Inquiries (Outside Jurisdiction)	928	731	76	645															

TABLE NO.: 13

TITLE: AVERAGE DURATION TO CLOSING BY MONTH AND BY JURISDICTIONAL DETERMINATION

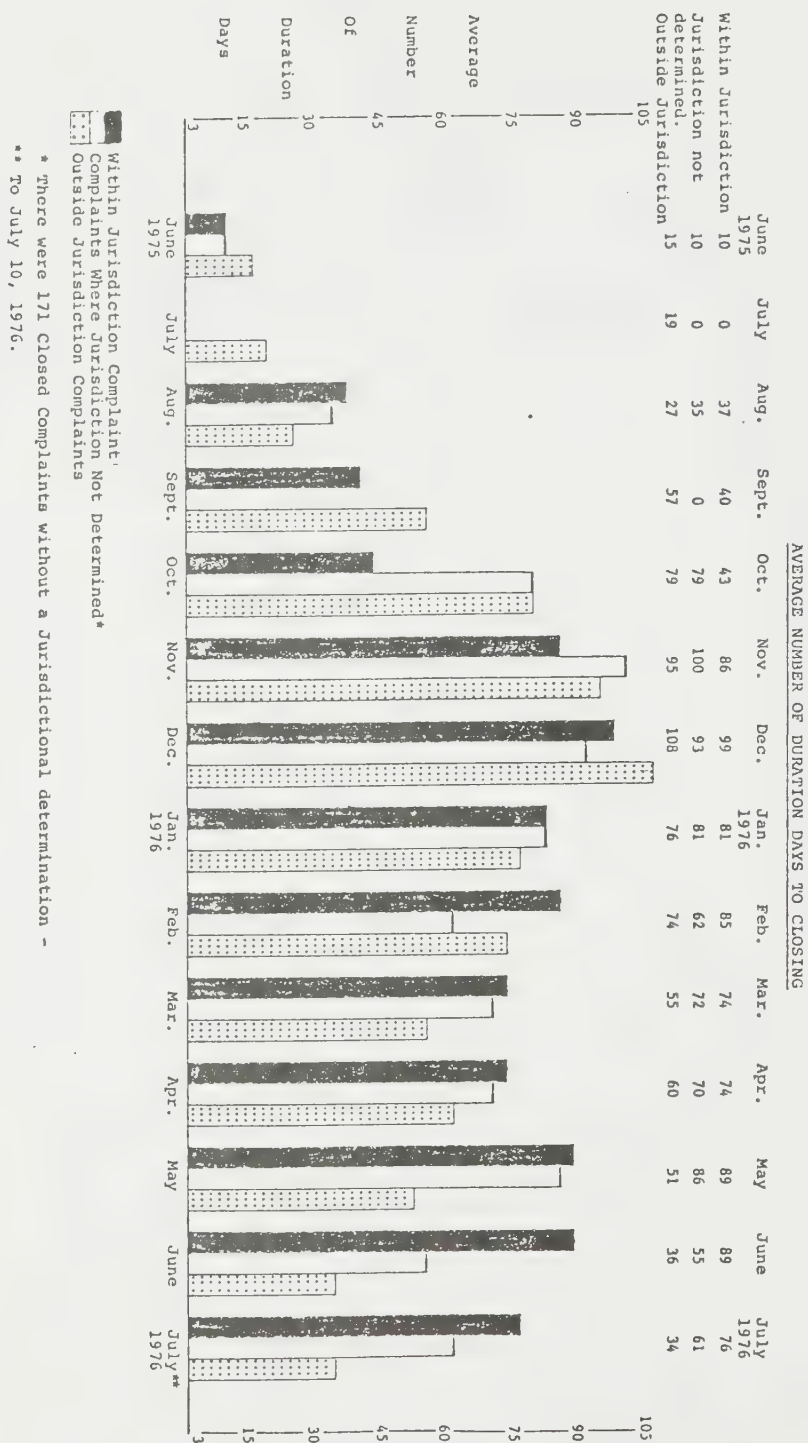
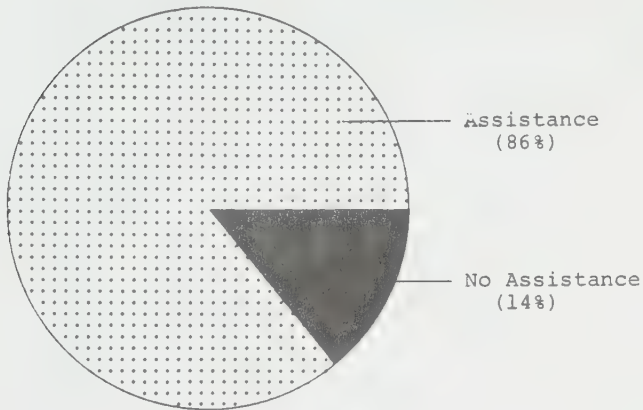


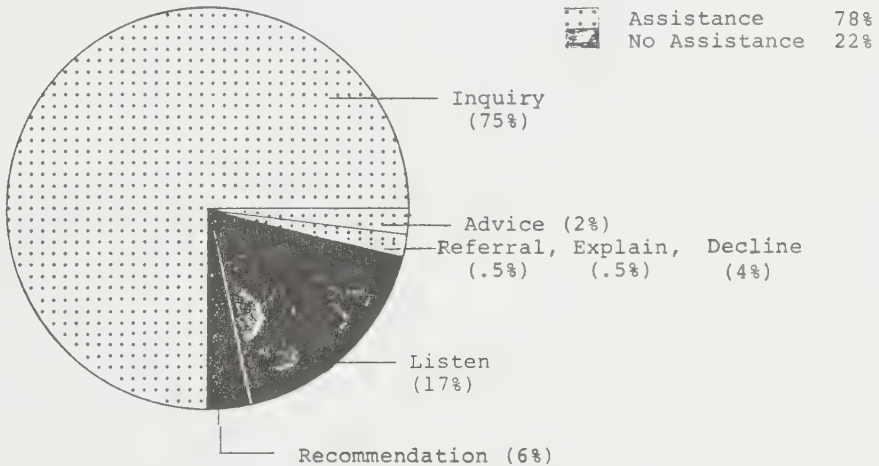
TABLE NO.: 14

TITLE: ASSISTANCE TO COMPLAINANTS

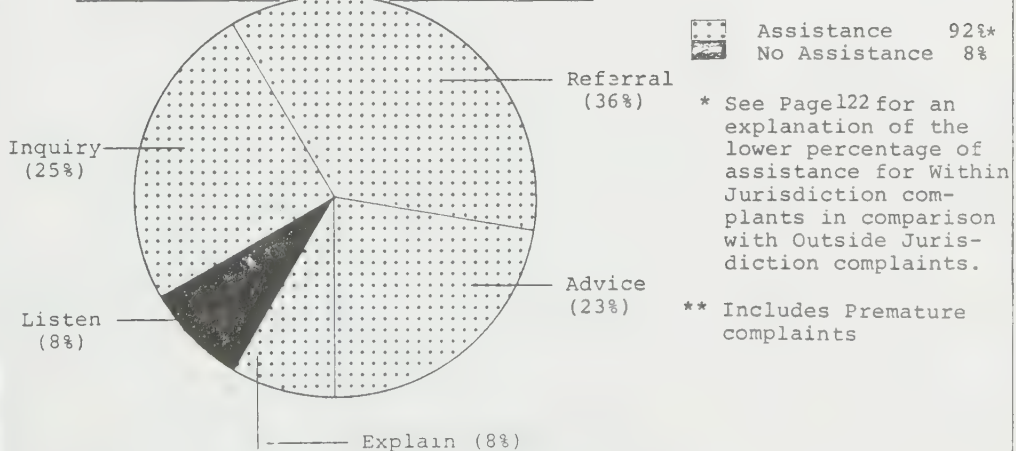
ALL CLOSED COMPLAINTS (3714)



WITHIN JURISDICTION CLOSED COMPLAINTS (954)



OUTSIDE JURISDICTION CLOSED COMPLAINTS (2589)**



* See Page 122 for an explanation of the lower percentage of assistance for Within Jurisdiction complaints in comparison with Outside Jurisdiction complaints.

** Includes Premature complaints

TABLE NO.: 15	TITLE: FINAL ACTION ANALYSIS
---------------	------------------------------

<u>* ACTION</u>	<u>Number of Closed Complaints</u>	<u>Percentage of Closed Complaints</u>
Listen	484	13%
Explain	225	6%
Advise	604	16%
Refer	993	25%
Inquire	1184	32%
Decline	45	Less than 1%
Recommend	<u>239</u>	<u>6%</u>
	3714	100%

* See Table No.22 for definitions of the action terms.

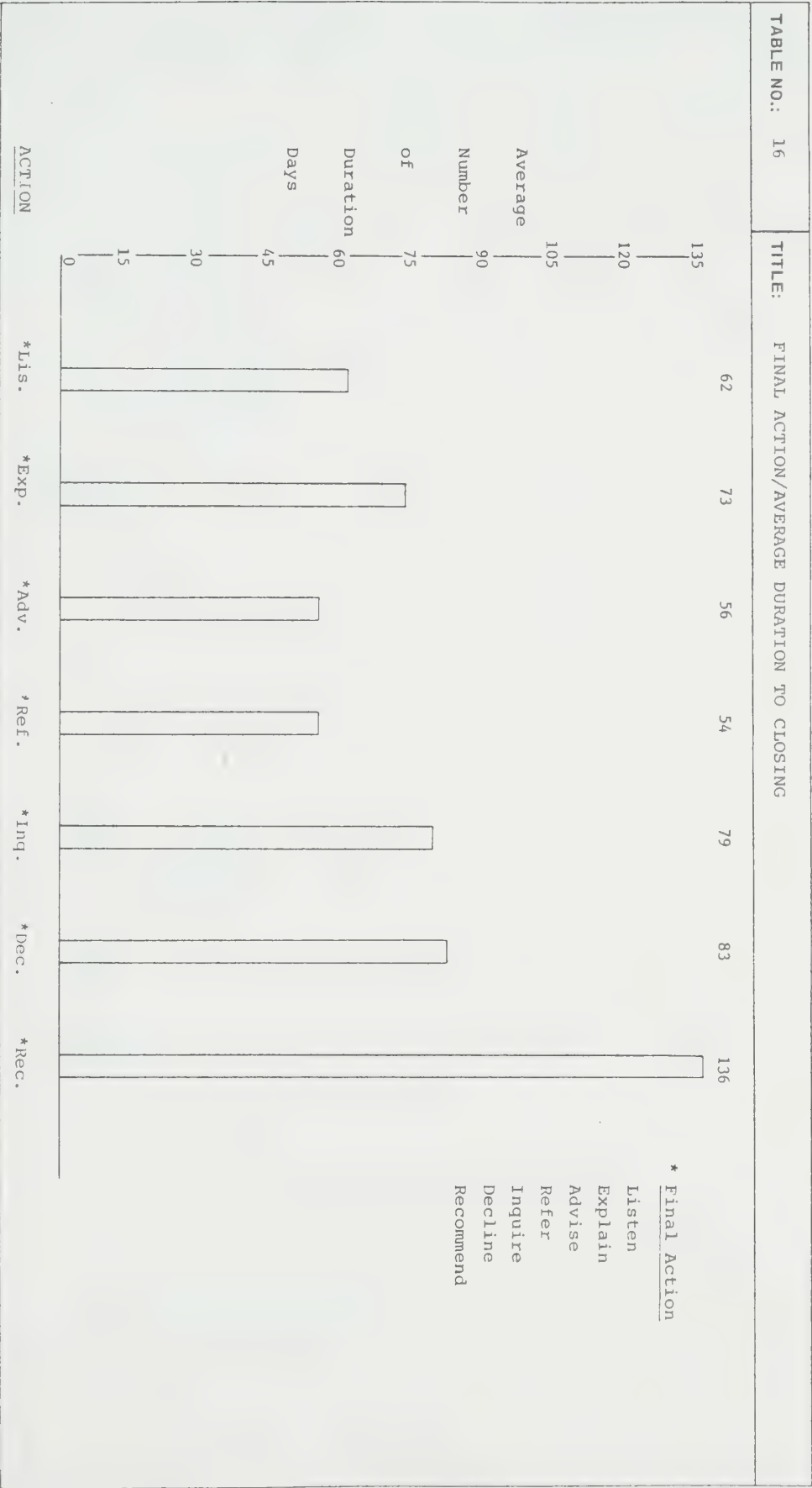


TABLE NO.: 17	TITLE: COMPLAINT SETTLEMENT STATUS																										
<table><tr><th><u>STATUS</u></th><th><u>Number of Closed Complaints</u></th></tr><tr><td>Resolved</td><td>787</td></tr><tr><td>Not Resolved</td><td><u>2927</u></td></tr><tr><td></td><td>3714</td></tr><tr><td colspan="2"><u>Reasons: (Not Resolved)</u></td></tr><tr><td>Abandoned</td><td>87</td></tr><tr><td>Withdrawn</td><td>98</td></tr><tr><td>No Solution Identified</td><td>9</td></tr><tr><td>Information Request</td><td>95</td></tr><tr><td>Outside Jurisdiction</td><td>2589</td></tr><tr><td>Declined</td><td>45</td></tr><tr><td>Circumstances Changed</td><td><u>100</u></td></tr><tr><td></td><td>3023*</td></tr></table>		<u>STATUS</u>	<u>Number of Closed Complaints</u>	Resolved	787	Not Resolved	<u>2927</u>		3714	<u>Reasons: (Not Resolved)</u>		Abandoned	87	Withdrawn	98	No Solution Identified	9	Information Request	95	Outside Jurisdiction	2589	Declined	45	Circumstances Changed	<u>100</u>		3023*
<u>STATUS</u>	<u>Number of Closed Complaints</u>																										
Resolved	787																										
Not Resolved	<u>2927</u>																										
	3714																										
<u>Reasons: (Not Resolved)</u>																											
Abandoned	87																										
Withdrawn	98																										
No Solution Identified	9																										
Information Request	95																										
Outside Jurisdiction	2589																										
Declined	45																										
Circumstances Changed	<u>100</u>																										
	3023*																										
<p>* The total exceeds the total number of not resolved complaints because several complaints (96) involved more than one reason.</p>																											

TABLE NO.: 18	TITLE: COMPLAINT SETTLEMENT STATUS/RESULT BY ORGANIZATION			
ORGANIZATION	RESOLVED COMPLAINTS			
	FAVOUR * COMPLAINANT	FAVOUR** GOVERNMENT	INDEPENDENTLY RESOLVED	TOTAL
Agriculture & Food	1	2	1	4
Attorney General	11	5	5	21
Civil Service Commission		1	1	2
Colleges and Universities	5	9	4	18
Community & Social Services	15	6	10	31
Consumer & Commercial Relations	7	6	4	17
Correctional Services	126	199	110	435
Culture & Recreation				
Education	3	5	1	9
Energy	1	2	2	5
Environment	2	1	1	4
Government Services	1	5	4	10
Health	8	18	11	37
Housing	9	6	7	22
Industry & Tourism	1		1	2
Labour		1	2	3
Natural Resources	4	2	1	7
Revenue	1	1	4	6
Solicitor General	2			2
Transportation & Communications	4	14	10	28
Treasury, Economics & Intergovern- mental Affairs			1	1
Workmen's Compensation Board	12	3	17	32
Judges/Courts	1		4	5
Private	3		22	25
Professions/Prof- essional Organ- izations				
Local Authorities	1		12	13
Police	4		5	9
Federal	8		17	25
Non Jurisdictional***	13		1	14
TOTALS	243	286	258	787

* See Rectified Complaints in Chapter 7 and 8

** See Not Supported Complaints in Chapter 7 and 8

*** Non Jurisdictional applies to Detailed Summaries only.

TABLE NO.: 19	TITLE: COMPLAINT DISPOSITION SUMMARY (MAY - JULY)
<u>OPENINGS/CLOSINGS</u> OPENED 5318 CLOSED 3714 IN PROGRESS 1604	<u>NUMBER OF COMPLAINTS</u>
<u>FINAL ACTION</u> LISTEN 484 EXPLAIN 225 ADVISE 604 REFER 933 INQUIRE 1184 RECOMMEND 239 DECLINE 45	<u>REASONS: (NOT RESOLVED)</u> ABANDONED 87 WITHDRAWN 98 NO SOLUTION IDENTIFIED 9 CIRCUMSTANCES CHANGED 100 INFORMATION REQUEST 95 OUTSIDE JURISDICTION 2589* DECLINED 45
<u>JURISDICTION</u> WITHIN 954 OUTSIDE 2589 NOT DETERMINED 171	<u>RESULT:</u> FAVOUR COMPLAINANT** 243 FAVOUR GOVERNMENT*** 286 INDEPENDENTLY RESOLVED 258 NOT APPLICABLE 2927
<u>COMPLAINANT SATISFACTION:</u> EXPRESSED: SATISFACTION 489 DISSATISFACTION 58 NOT DETERMINED 3167	<u>NUMBER OF COMPLAINTS</u>

* Includes Premature complaints
 ** See Rectified complaints in Chapters 7 and 8
 *** See Not Supported complaints in Chapters 7 and 8

TABLE NO.: 20 (i)	TITLE: COMPLAINTS BY ORGANIZATION (July-October)
<u>Ontario Government</u>	<u>Number of Complaints</u>
<u>Ministries</u>	<u>July - October</u>
Agriculture & Food	3
Attorney General	14
Courts	78
Colleges & Universities	12
Community & Social Services	37
Consumer & Commercial Relations	21
Correctional Services	408
Culture & Recreation	2
Education	14
Energy	3
Environment	8
Government Services	12
Health	23
O.H.I.P.	12
Hospitals	23
Housing	17
Industry & Tourism	1
Labour	5
Natural Resources	13
Revenue	20
Solicitor General	
O.P.P.	5
Transportation & Communications	33
Treasury, Economics & Intergovernmental Affairs	1
Totals	<u>765</u>
<u>Agencies</u>	
Children's Aid Society	4
Civil Service Commission	
College of Applied Arts	
Criminal Injuries Compensation	2
Human Rights Commission	3
Labour Relations Board	1
Liquor Control Board	3
Ontario Housing Corporation	
Ontario Hydro	11
Ontario Municipal Board	14
Workmen's Compensation Board	117
Ontario Agencies Other	17
Totals	<u>196</u>
Ontario Government Other	4
Ontario Government Totals	<u>965</u>

TABLE NO.: 20 (ii)	TITLE: COMPLAINTS BY ORGANIZATION (July - October)
<u>Municipalities</u>	
	Number of Complaints
	<u>July - October</u>
Municipalities	134
Municipal Police	29
Totals	163
<u>Provinces</u>	
Provinces Totals	11
<u>Federal Government Departments & Agencies</u>	
Air Canada	
Consumer & Corporate Affairs	
Manpower & Immigration	5
National Parole Board	3
Post Office	4
Royal Canadian Mounted Police	1
Unemployment Insurance Commission	24
Veteran's Affairs	
War Veteran's Commission	
Federal Government Other	84
Totals	121
<u>Private</u>	
Associations/Groups	30
Doctors-Patient	
Law Society	11
Lawyer-Client	23
Medical Association	
Private Corporations	83
Universities	
Other-Private*	206
Totals	353
<u>International</u>	
International Totals	3
Overall Totals	1616

* Private Individuals

TABLE NO.: 21 (i)

TITLE: COMPLAINT DISPOSITION SUMMARY BY ORGANIZATION (JULY-OCTOBER)

	JURISDICTION		FINAL ACTION		STATUS		SETTLEMENT			Complaint Total *
	Within	Not Determined	Outside	Assistance **	No Assistance	Resolved	Not Resolved	Favour Complainant	Independently Resolved	Favour Govt.
<u>Ontario Government</u>										
<u>Ministries</u>										
Agriculture & Food	2		1	3		2	1			2
Attorney General	1	1	12	14		2	12	1		1
Courts			78	77	1	1	77		1	
Colleges and Universities	2	4	6	10	2	4	8	1		1
Community and Social Services	9	7	21	32	5	9	28	1	4	1
Consumer and Commercial Relations	9	4	8	18	3	16	5	1	1	8
Correctional Services	316	56	36	353	55	328	80	71	28	127
Culture and Recreation	1	1			2	1	1			1
Education	2	1	11	14		2	12	1		1
Energy	1		2	3		1	2	1		
Environment	2	3	3	7	1	4	4		2	1
Government Services	7		5	11	1	6	6	3		3
Health	15	1	7	16	7	7	16	1		2
O.H.I.P.	5	1	6	12		7	5	2		3
Hospitals	17	2	4	14	9	4	19	2		3
Housing	8		9	15	2	7	10	3	1	3

TABLE NO.: 21 (ii)		TITLE: COMPLAINT DISPOSITION SUMMARY BY ORGANIZATION (JULY-OCTOBER)										
		JURISDICTION		FINAL ACTION		STATUS		SETTLEMENT				
		Not Determined	Outside	Assistance	** No Assistance	Resolved	Not Resolved	Favour Complainant	Independently Resolved	Favour Govt.	Complaint Total *	
Industry and Tourism	1			1		1				1	1	
Labour	2	2	1	4	1	1	4	1	1		5	
Natural Resources	6	2	5	11	2	8	5			6	13	
Revenue	12		8	20		8	12	6		1	20	
Solicitor General												
O.P.P.		1	4	4	1	1	4	1			5	
Transportation and Communications	19	2	12	32	1	14	19	1	6	4	33	
Treasury, Economics and Intergovernmental Affairs		1		1		1		1			1	
Totals	437	89	239	672	93	435	330	98	44	165	765	
<u>Agencies</u>												
Children's Aid Society			4	4			4				4	
Civil Service Commission												
College of Applied Arts												
Criminal Injuries Compensation	1		1	1	1		2				2	
Human Rights Commission	1		2	2	1		3				3	
Labour Relations Board	1				1		1				1	
Liquor Control Board		1	2	3		1	2	1			3	

TABLE NO.: 21 (iii)		TITLE: COMPLAINT DISPOSITION SUMMARY BY ORGANIZATION (JULY-OCTOBER)										
		JURISDICTION		FINAL ACTION		STATUS		SETTLEMENT				Complaint Total*
		Within	Not Determined	Outside	Assistance**	No Assistance	Resolved	Not Resolved	Favour Complainant	Independently Resolved	Favour Govt.	
Ontario Housing Corporation	15	6	3	22	2	14	10	5	3	3	24	
Ontario Hydro	1	2	8	11		3	8		2	1	11	
Ontario Municipal Board		1	13	13	1	1	13				14	
Workmen's Compensation Board	26	4	87	114	3	36	81	9	8	10	117	
Ontario Agencies	8	2	7	15	2	5	12		3	2	17	
Other												
Totals	53	16	127	185	11	60	136	15	16	16	196	
Ontario Government												
Other	1		3	4			4				4	
Ontario Government Totals	491	105	369	861	104	495	467	113	60	181	965	

* Jurisdictional, Final Action, Settlement Status determinations are each equal to the complaint total.

** Assistance is based on the Final Action determinations as explained in Chapter Six.

* Jurisdictional, Final Action, Settlement Status determinations are each equal to the complaint total.
 ** Assistance is based on the Final Action determinations as explained in Chapter Six.

TABLE NO.:	22 (i)	TITLE:	DEFINITION OF TERMS
		"DURATION"	<p>The number of calendar days from the date the complaint is received to the date on which the complaint is closed.</p>
		"CONTACT"	<p>A communication between Ombudsman staff and government staff which is <u>instrumental</u> in promoting the resolution of a complaint.</p>
		"ASSIGNMENT"	<p>The allocation of a complainant's file to a directorate.</p>
		"FINAL ACTION"	<p>The extent of the action taken on a complaint as determined at the time of closing. The final action possibilities include:</p> <ul style="list-style-type: none">"Listening""Explaining""Advising""Referring""Inquiring""Recommending""Declining"
		"LISTEN"	<p>The extent of the action taken when a complaint is received and no further action is possible, such as when a complaint is abandoned or withdrawn.</p>
		"EXPLAIN"	<p>The extent of the action taken when a complainant is offered an explanation of his or her circumstances.</p>
		"ADVISE"	<p>The extent of the action taken when a complainant is offered general advice.</p>
		"REFER"	<p>The extent of the action taken when the complainant is directed to a specific governmental or private organization.</p>

TABLE NO.: 22 (ii)	TITLE: DEFINITION OF TERMS
<p>"INQUIRY"</p> <p>The extent of the action taken when a complaint is investigated. Inquiries culminate with a statement expressing a suggested course of action for resolving the complaint.</p>	
<p>"RECOMMENDATION"</p> <p>The extent of the action taken when an investigation culminates in a recommendation to a "governmental organization".</p>	
<p>"DECLINE"</p> <p>The extent of the action taken when the Ombudsman decides not to investigate a complaint.</p>	
<p>"SETTLEMENT"</p> <p>A set of three determinations which describe the finalization of a complaint in terms of (i) whether or not the complaint was resolved, (ii) for those complaints that were resolved, whether the settlement favoured the government, the complainant or independently resolved, and (iii) the level of complainant satisfaction with the settlement.</p>	
<p>"SETTLEMENT STATUS"</p> <p>A determination as to whether or not a complaint was resolved.</p>	
<p>"RESOLVED COMPLAINT"</p> <p>A complaint which culminated in a settlement result which favoured either the government, the complainant or independently resolved.</p>	
<p>"NOT RESOLVED COMPLAINT"</p> <p>A complaint which did not culminate in a settlement result for one of the following reasons:</p> <ul style="list-style-type: none">(a) the complaint was abandoned(b) the complaint was withdrawn(c) an appropriate solution could not be identified(d) the relevant circumstances changed in the course of an investigation(e) the complaint was outside the jurisdiction(f) the Ombudsman declined to investigate	

TABLE NO.: 22 (iii)	TITLE: DEFINITION OF TERMS
<p>"SETTLEMENT RESULT"*</p>	
<p>A set of determinations with respect to resolved complaints which express the complaint settlement in terms of whether the matter was settled in favour of the complainant, in favour of the government or independently resolved.</p>	
<p>"COMPLAINANT SATISFACTION"</p>	
<p>A determination with respect to the complainant's attitude towards the settlement result. A determination is only made where the complainant offers his or her attitudes in writing. A complainant is never requested to provide such information.</p>	
<p>* In Chapters Seven and Eight "Favour Complainant" and "Favour Government" settlements are expressed as "Rectified" and "Not Supported" complaints respectively.</p>	

CHAPTER SEVEN

CHAPTER SEVEN

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CAPSULE CASE SUMMARIES

As of July 10, 1976, a total of 5,318 files had been opened and 3,714 of them closed. This chapter is a report of all the complaints that were disposed of as of July 10, 1976, with the exception of those complaints that are dealt with in greater detail in Chapter Eight. It will be noted that the total number of complaints reported in Chapters Seven and Eight exceeds the number of files closed as of July 10, 1976. This results from a number of files that involved multiple complaints. In these cases, only one file was opened even though the complainant brought more than one problem to our attention.

In reporting on the complaints in this chapter the subject matter of the problem is summarized and classified according to the particular body complained against. The fact that certain complaints appear under a particular Ministry does not necessarily mean that the Ministry is wholly responsible for the subject matter of the complaint. The complaints have been grouped for the sake of convenience under the Ministry most closely connected with the body complained against.

In addition to a capsulation of the subject matter of the complaint, we have attempted to indicate in a general way the result arrived at regarding the problem brought to our attention.

The various classifications of results are:

- 1) Not supported
- 2) Rectified
- 3) Independently resolved
- 4) Referred
- 5) Info/advice given
- 6) Abandoned
- 7) Discontinued
- 8) No assistance possible

Where the result of the complaint is classified as "NOT SUPPORTED", we determined that the complainant had been properly treated by the "governmental organization" complained against. In these cases we determined that there was insufficient merit to the complaint.

Where the result of the complaint is classified as "RECTIFIED", the problem was either resolved to the complainant's satisfaction or a compromise solution was arrived at between the complainant and the agency or body complained against. This classification appears in any case where it is clear that as a result of our intervention the complainant's problem was alleviated in whole or in part.

Where the result of the complaint is classified as "INDEPENDENTLY RESOLVED", the complainant's problem was solved without the necessity of the Ombudsman's intervention. In many cases it is impossible to determine whether the fact that the complainant approached our office in any way affected the resolution of his or her problem. However, in these cases there was no direct or formal

intervention by the Ombudsman.

Where the result of the complaint is classified as "REFERRED", we determined that the subject matter of the complaint either fell outside our jurisdiction or was premature. In these cases we provided the complainant with a referral to the appropriate person or body that could best deal with the problem. Examples of typical letters of referral and/or advice which are forwarded to complainants are contained at the end of Chapter Eight.

Where the result of the complaint is classified as "INFO/ADVICE GIVEN", we advised the complainant of an appropriate course of action to follow to deal with the problem. Therefore, whenever our office supplied the complainant with information that did not amount to an actual referral we used this classification.

Where the result of the complaint is classified as "ABANDONED", the complainant either withdrew his or her complaint or failed to pursue it further. This classification also includes cases in which we were unable to locate the complainant after his or her initial contact with our office. This classification is also used for a number of cases included under the heading Ministry of Correctional Services where the complainant either was transferred or released from an institution before we were able to deal with the complaint.

Where the result of the complaint is classified as "DISCONTINUED", we decided not to proceed any further

with the investigation of the complaint. This classification is only used where the complaint fell within the meaning of Section 18(2) of The Ombudsman Act. (See Apendix "F")

Where the result of the complaint is classified as "NO ASSISTANCE POSSIBLE", we were unable to be of any assistance to the complainant. In other words, we were unable to refer the complainant to an appropriate body nor could we provide the complainant with advice concerning his or her problem.

MINISTRY OF AGRICULTURE AND FOOD

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
1	Re obtaining funds from the Farm Credit Corporation	Info/advice given
2	Re Crop Insurance Commission	Info/advice given
3	Re decision of the Ontario Milk Marketing Board	Referred
4	Re low egg quota	Referred
5	Re concern that productive farmers would not lease homes in Simcoe district due to farm related problems	Discontinued
6	Re milk farmers' quota	Not supported

MINISTRY OF THE ATTORNEY GENERAL

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
1	Re alleged unfair pay reduction	Rectified
2	Re alleged unfair intervention by Public Trustee	Referred
3	Re compensation from the Criminal Injuries Compensation Board	Referred
4	Re obtaining a hearing date before the Criminal Injuries Compensation Board	Abandoned
5	Re local Crown Attorney's Office	No assistance possible
6	Re funds held by Public Trustee	Referred
7	Re denial of legal aid	Referred
8	Re refusal to lay a criminal charge	Info/advice given
9	Re request for information concerning legal aid	Referred
10	Re conduct of Crown Attorney	Referred
11	Re alleged inactivity of Public Trustee	Independently resolved
12	Re Land Compensation Board	Info/advice given
13	Re alleged conflict of interest of Crown Attorney	Referred
14	Re Criminal Injuries Compensation Board	Not supported
15	Re Criminal Injuries Compensation Board	Info/advice given
16	Re actions of Public Trustee	Independently resolved
17	Re jurisdiction of the Criminal Injuries Compensation Board	Info/advice given
18	Re decision of the Ontario Municipal Board	Info/advice given
19	Re action of the Public Trustee	Referred
20	Re decision of the Ontario Municipal Board	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
21	Re actions of the Public Trustee	Referred
22	Re legal aid application	Independently resolved
23	Re alleged malicious prosecution and leaking of information by Ministry	Not supported
24	Re alleged delay of trial by Crown Attorney	Referred
25	Re alleged injustice to landowners	Referred
26	Re pending charges in Ontario while serving sentence in Alberta	Referred
27	Re refusal to lay criminal charges	Info/advice given
28	Re court office error	Referred
29	Re return of marriage certificate	Rectified
30	Re request for information concerning legal aid	Info/advice given
31	Re problems obtaining legal aid	Referred
32	Re disposition of a will	Referred
33	Re request to receive funds held by the Public Trustee in one lump sum rather than in bi-weekly instalments	Rectified
34	Re request to obtain permission to serve sentence in B.C. for crime committed in Ontario	Referred
35	Re denial of legal aid	Referred
36	Re decision of Crown Attorney not to prosecute	Referred
37	Re inmate's legal aid application	Referred
38	Re inmate's legal aid application	Referred
39	Re denial of legal aid	Referred
40	Re denial of legal aid	Referred
41	Re two abortive court appearances made by complainant	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
42	Re delay in processing inmate's application for legal aid	Independently resolved
43	Re problems obtaining legal aid	Referred
44	Re request for assistance in obtaining legal aid	Referred
45	Re alleged delay in inmate's scheduled court appearance by Crown Attorney	Referred
46	Re denial of legal aid	Referred
47	Re denial of legal aid	Referred
48	Re operation of Legal Aid Plan	Referred
49	Re alleged miscarriage of justice experienced by complainant when tried	Abandoned
50	Re bailiff allegedly removing articles belonging to the complainant from his home	Referred
51	Re working conditions in Supreme Court of Ontario office	Info/advice given
52	Re problems obtaining legal aid	Referred
53	Re decision of Crown Attorney not to prosecute	Referred
54	Re conduct of Assistant Crown Attorney	Referred
55	Re sheriff's seizure	Referred
56	Re problems obtaining legal aid	Referred
57	Re administration of Courts	Referred
58	Re administration of Courts	Referred
59	Re administration of Courts	Referred
60	Re delay in receipt of funds from Public Trustee	Referred
61	Re request for information concerning legal aid	Info/advice given
62	Re denial of legal aid	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
63	Re request for information concerning legal aid	Info/advice given
64	Re cost of legal aid	Info/advice given
65	Re denial of legal aid	Referred
66	Re denial of legal aid	Referred
67	Re denial of legal aid	Referred
68	Re denial of legal aid	Referred
69	Re denial of legal aid	Referred
70	Re alleged negligent statement by legal aid officials causing financial loss	Referred
71	Re denial of legal aid	Referred
72	Re administration of Legal Aid Plan	Referred
73	Re denial of legal aid	Referred
74	Re actions of the Public Trustee	Info/advice given
75	Re Ontario Municipal Board decision concerning land severance	Info/advice given
76	Re Ontario Municipal Board decision concerning land severance	Info/advice given
77	Re appeal to Ontario Municipal Board	Independently resolved
78	Re municipality's appeal of Ontario Municipal Board decision	Info/advice given
79	Re Ontario Municipal Board decision	Referred
80	Re building restrictions imposed by Ontario Municipal Board	Info/advice given
81	Re Ontario Municipal Board decision concerning land severance	Discontinued
82	Re zoning by-laws established by Ontario Municipal Board	Info/advice given
83	Re <u>Landlord and Tenant Act</u>	Referred

CIVIL SERVICE COMMISSION

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
1	Re severance pay and maternity benefits	Independently resolved
2	Re request for reinstatement of an employee	Referred
3	Re alleged inactivity of Commission	Not supported

MINISTRY OF COLLEGES AND UNIVERSITIES

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
1	Re inability to obtain college fee refund	Info/advice given
2	Re denial of student loan	Not supported
3	Re delay in student loan	Independently resolved
4	Re teaching position and contract	Info/advice given
5	Re student loans for Ontario students attending out-of province universities and colleges	Referred
6	Re ineligibility for student loan	Not supported
7	Re denial of student loan	Not supported
8	Re reassessment of student loan	Rectified
9	Re denial of student loan	Not supported
10	Re laying off of teaching staff from community colleges due to financial restraints	Referred
11	Re denial of student loan to law student	Not supported
12	Re student internship without pay	Referred
13	Re denial of student loan	Rectified
14	Re examination procedures at College	Not supported
15	Re ineligibility for student loan	Referred
16	Re difficulties encountered in registering for nursing program at Humber College	Independently resolved
17	Re funds available for mature mother of two children to return to school	Info/advice given
18	Re inmate request for copy of diploma earned at Ryerson Poly-technical Institute	Rectified
19	Re academic grading of examinations and counselling services at George Brown College	Not supported

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
20	Re superintendent of community college filing adverse reports concerning complainant's employment history	Referred
21	Re confusion experienced by complainant concerning his class timetable at Seneca College	Referred
22	Re request for assistance in obtaining student loan	Independently resolved
23	Re denial of student's admission to Canadore College	Referred
24	Re alleged unfair dismissal from a community college	Not supported
25	Re student loan	Info/advice given
26	Re failure to receive refund from Community College	Referred
27	Re alleged unjust dismissal from Community College	Not supported
28	Re Community College	Referred

MINISTRY OF COMMUNITY AND SOCIAL SERVICES

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
1	Re G.A.I.N.S. cheque	Independently resolved
2	Re establishment of a senior citizens home	Independently resolved
3	Re reduced pension benefits	Not supported
4	Re request for assistance to gain custody of child from Children's Aid Society	Referred
5	Re request for increased family benefits	Not supported
6	Re relationship between two boys' homes	Referred
7	Re Catholic Children's Aid Society	Referred
8	Re disability pension	Independently resolved
9	Re family benefits classification	Info/advice given
10	Re request for aid to nurseries	Abandoned
11	Re family benefits & disability pension	Independently resolved
12	Re request for financial assistance	Info/advice given
13	Re treatment given at provincial centre for the retarded	Not supported
14	Re arrears in guaranteed income supplement	Info/advice given
15	Re dismissal from home for emotionally disturbed children	Info/advice given
16	Re treatment of a girl in home for emotionally disturbed	Discontinued
17	Re denial of disability pension	Independently resolved
18	Re amount of disability pension	Referred
19	Re request to obtain hearing aid through Ministry	Independently resolved
20	Re survivor's benefits	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
21	Re <u>Family Benefits Act</u>	Info/advice given
22	Re rejection from G.A.I.N.S. program	Info/advice given
23	Re family benefits	Referred
24	Re amount of family benefits	Rectified
25	Re denial of disability pension	Rectified
26	Re support for children	Info/advice given
27	Re family benefits	Referred
28	Re request for financial assistance	Referred
29	Re application for mother's allow- ance	Info/advice given
30	Re <u>Child Welfare Act</u>	Referred
31	Re insufficient funding	Referred
32	Re family benefits	Independently resolved
33	Re delay in receiving cheque	Rectified
34	Re denial of family benefits	Not supported
35	Re welfare assistance	Referred
36	Re denial of family benefits	Rectified
37	Re reduced benefits	Info/advice given
38	Re request for aid to local YMCA	Info/advice given
39	Re denial of benefits	Info/advice given
40	Re family benefits	Info/advice given
41	Re senior citizen facilities	Referred
42	Re request for assistance to obtain family benefits	Rectified
43	Re request for assistance to obtain funds to allow emotionally dis- turbed child to stay in special school	Independently resolved
44	Re request for assistance in re- instating son's disability pension	Independently resolved

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
45	Re Children's Aid Society's intervention in dispute over custody of child	Referred
46	Re actions of Children's Aid Society	Referred
47	Re denial of disability benefits	Info/advice given
48	Re Children's Aid Society	Referred
49	Re discrepancies in cheques allotted by G.A.I.N.S. program	Abandoned
50	Re G.A.I.N.S. program forcing complainant to sell property	Abandoned
51	Re allocation by G.A.I.N.S. program	Referred
52	Re attempt to gain custody of child from Children's Aid Society	Referred
53	Re alleged discrimination by Children's Aid Society	Referred
54	Re concern that application for benefits would be refused	Referred
55	Re policies of Ministry	Info/advice given
56	Re amount of disability benefits	Referred
57	Re failure to receive application forms for G.A.I.N.S. program	Rectified
58	Re Children's Aid Society obtaining custody of two children	Referred
59	Re inability to support son's two children	Referred
60	Re Children's Aid Society obtaining custody of complainant's children	Referred
61	Re amount of disability pension	Referred
62	Re amount of family benefits	Info/advice given
63	Re denial of disability benefits	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
64	Re increase in costs of day care	Referred
65	Re denial of G.A.I.N.S. benefits	Info/advice given
66	Re request for assistance in applying for provincial benefits	Rectified
67	Re assistance available for sixty year old mother	Info/advice given
68	Re request for assistance in obtaining permanent disability pension	Info/advice given
69	Re Children's Aid Society	Referred
70	Re denial of family benefits	Info/advice given
71	Re delay in receiving G.A.I.N.S. benefits	Rectified
72	Re request for assistance in arranging monthly instalments to repay overpayment of family benefits	Rectified
73	Re denial of disability benefits	Referred
74	Re amount of family benefits	Info/advice given
75	Re denial of family benefits	Info/advice given
76	Re delay in receipt of G.A.I.N.S. cheque	Rectified
77	Re mother's allowance	Not supported
78	Re request for financial assistance	Independently resolved
79	Re Children's Aid Society	Referred
80	Re Catholic Children's Aid Society	Referred
81	Re Catholic Children's Aid Society	Referred
82	Re Children's Aid Society	Referred
83	Re children's group home	Info/advice given
84	Re Children's Aid Society	Referred
85	Re Children's Aid Society	Referred

MINISTRY OF CONSUMER AND COMMERCIAL RELATIONS

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
1	Re provisions of the <u>Insurance Act</u>	Referred
2	Re Motor Vehicle Accident Claims Fund	Not supported
3	Re retail business holidays legislation	Referred
4	Re provisions of the <u>Travel Industry Act</u>	Independently resolved
5	Re provisions of the <u>Insurance Act</u>	Referred
6	Re retail business holidays legislation	Referred
7	Re registration of corporate name	Referred
8	Re suspension of driver's licence and operation of Motor Vehicle Accident Claims Fund	Independently resolved
9	Re delay in recovering funds from Travel Industry Fund	Independently resolved
10	Re termination of Ministry investigation	Not supported
11	Re insurance settlement with Ministry	Rectified
12	Re Board of Administration appointed under the <u>Embalmers & Funeral Directors Act</u>	Info/advice given
13	Re alleged malicious prosecution by Ministry	Info/advice given
14	Re regulations passed pursuant to the <u>Ontario Securities Act</u>	Info/advice given
15	Re profanity and sex in movies	Referred
16	Re difficulties obtaining birth certificate	Rectified
17	Re Superintendent of Insurance	Not supported
18	Re employee's supervisor at Rent Review office	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
19	Re request for advice concerning a proposed settlement with Ministry	Referred
20	Re alleged harsh treatment by Consumer Protection Bureau	Abandoned
21	Re procedures followed by Registrar in charging complainant under the <u>Pyramidic Sales Act</u>	Info/advice given
22	Re <u>Conditional Sales Act</u>	Info/advice given
23	Re inability of complainant to incorporate a company	Info/advice given
24	Re legislation concerning labelling	Referred
25	Re hiring policy of L.C.B.O.	Independently resolved
26	Re possibility of revocation of liquor licence	Info/advice given
27	Re provision of the <u>Insurance Act</u>	Referred
28	Re rent review regulation	Referred
29	Re rent review legislation	Referred
30	Re rent review officer	Referred
31	Re decision of rent review officer	Info/advice given
32	Re rent review legislation	Referred
33	Re decision of rent review officer	Info/advice given
34	Re rent review legislation	Referred
35	Re delay in rent review hearing	Rectified
36	Re Rent Review Board	Info/advice given
37	Re decision of rent review officer	Info/advice given
38	Re restrictions placed on landlords by the <u>Residential Premises Rent Review Act</u>	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
39	Re rent review legislation	Referred
40	Re suggestion that lawyers be available at rent review hearings	Referred
41	Re liquor laws	No assistance possible

MINISTRY OF CORRECTIONAL SERVICES

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
1	Re denial of use of telephone	Not supported
2	Re placement in segregation	Not supported
3	Re refusal of pass, medical treatment, food and censorship of mail	Not supported
4	Re rights of remand prisoners	Abandoned
5	Re outgoing mail	Independently resolved
6	Re statutory remission time and release date	Info/advice given
7	Re denial of temporary absence pass	Independently resolved
8	Re visiting rights	Abandoned
9	Re denial of temporary absence pass	Abandoned
10	Re correctional officer's transfer	Abandoned
11	Re pending institutional charges	Info/advice given
12	Re denial of temporary absence pass	Independently resolved
13	Re lack of medical care	Independently resolved
14	Re help for drinking problem	Abandoned
15	Re absence from jail to face driving charge	Not supported
16	Re transfer	Independently resolved
17	Re obtaining early release	Not supported
18	Re release date	Abandoned
19	Re confinement at a training school	Independently resolved
20	Re problem with parole	Not supported
21	Re temporary absence pass	Not supported
22	Re assistance with transfer	Abandoned
23	Re assessment process	Abandoned
24	Re denial of temporary absence pass	Independently resolved

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
25	Re fears of possible retaliation from correctional officer	Independently resolved
26	Re temporary absence pass	Abandoned
27	Re transfer because relatives work in jail	Not supported
28	Re unfair harassment by staff	Not supported
29	Re alleged harassment of another inmate by correctional officer	Not supported
30	Re transfer	Independently resolved
31	Re parole and release date	Independently resolved
32	Re denial of temporary absence pass	Abandoned
33	Re transfer, temporary absence program and lock up	Not supported
34	Re detainment in segregation cells	Not supported
35	Re treatment by correctional officers	Abandoned
36	Re temporary absence pass	Abandoned
37	Re medical treatment	Not supported
38	Re refusal to rehire complainant	Not supported
39	Re refusal to transfer complainant to a penitentiary	Not supported
40	Re treatment by correctional officer at jail	Not supported
41	Re cigarettes in jail	Not supported
42	Re temporary absence program and segregation	Not supported
43	Re psychiatric treatment	Info/advice given
44	Re personal problems	Info/advice given
45	Re correctional officers and inmates	Abandoned
46	Re assistance in obtaining transfer	Independently resolved
47	Re recreational facilities	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
48	Re beating of a fellow inmate	Not supported
49	Re being awakened by temporary absence pass inmates	Abandoned
50	Re meals, space, recreational facilities and washroom door	Abandoned
51	Re fear of being unjustly charged	Rectified
52	Re transfer to treatment centre	Independently resolved
53	Re alleged assault by correctional officer	Abandoned
54	Re temporary absence program	No assistance possible
55	Re transfer to halfway house	Info/advice given
56	Re protective custody cell	Abandoned
57	Re segregation and transfer	Not supported
58	Re T.V. viewing	Rectified
59	Re food and recreational periods	Info/advice given
60	Re profane language of correctional officers	Abandoned
61	Re temporary absence program	Independently resolved
62	Re medical attention	Abandoned
63	Re denial of temporary absence pass	Not supported
64	Re former employee attempting to gain work with Ministry	Info/advice given
65	Re compulsory fingerprinting by correctional officers	Abandoned
66	Re refusal of temporary absence pass	Info/advice given
67	Re bed times, exercise and lack of fresh air	Abandoned
68	Re tardiness in having inmate assessed	Independently resolved
69	Re alleged assault by correctional officer	Not supported
70	Re transfer	Independently resolved

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
71	Re correctional officer's conduct	Independently resolved
72	Re opening of incoming mail	Info/advice given
73	Re inadequate personal supplies	Abandoned
74	Re opportunity to earn money while awaiting court decision	Abandoned
75	Re administrative policies	Abandoned
76	Re food and candy in jail	Abandoned
77	Re installation of canteen services	Abandoned
78	Re visiting privileges	Abandoned
79	Re life in jail	Abandoned
80	Re quality of food	Abandoned
81	Re inmate privileges	Abandoned
82	Re assistance in locating wife	Referred
83	Re conditions in jail	Info/advice given
84	Re loss of clothes	Not supported
85	Re early release	Not supported
86	Re placement in segregation	Independently resolved
87	Re staff shortages	Info/advice given
88	Re Christmas pass	Abandoned
89	Re problem with parole	Rectified
90	Re possible deportation resulting from criminal charges	No assistance possible
91	Re transfer	Abandoned
92	Re placement in segregation	Not supported
93	Re temporary absence pass	Rectified
94	Re denial of Christmas pass	Not supported
95	Re inability to obtain parole date	Rectified
96	Re medical treatment received	Not supported

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
97	Re admittance to adult vocational unit	Not supported
98	Re correctional centre	Not supported
99	Re medical treatment	Not supported
100	Re grading within dormitory unit	Rectified
101	Re obtaining results from medical test	Referred
102	Re treatment by correctional officer	Abandoned
103	Re alleged unfair treatment	Not supported
104	Re medical attention and insufficient exercise and food	Not supported
105	Re transfer	Rectified
106	Re alleged unfair treatment by teacher at institution	Not supported
107	Re food at correctional centre	Independently resolved
108	Re obtaining transfer	Independently resolved
109	Re inability to obtain bail	No assistance possible
110	Re use of female correctional officers	Info/advice given
111	Re transfer	Independently resolved
112	Re reinstatement of statutory remission time	Not supported
113	Re denial of Christmas pass	Not supported
114	Re lack of treatment and counselling	Abandoned
115	Re visits with inmate husband	Rectified
116	Re information concerning husband's estate	Info/advice given
117	Re temporary absence pass	Rectified
118	Re harassment by correctional officer	Abandoned

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
119	Re punishment received	Not supported
120	Re psychiatric treatment	Info/advice given
121	Re detainment in segregation cell	Not supported
122	Re food service	Not supported
123	Re incarceration without bail	Independently resolved
124	Re food	Rectified
125	Re medical attention	Info/advice given
126	Re segregation without cause	Not supported
127	Re lost property	Rectified
128	Re transfer and temporary absence pass	Info/advice given
129	Re denial of Christmas pass	Not supported
130	Re transfer	Not supported
131	Re compensation for injury	Info/advice given
132	Re transfer	Not supported
133	Re segregation	Independently resolved
134	Re medical and correctional staff	Abandoned
135	Re jail staff and exercise time	Info/advice given
136	Re classification	Not supported
137	Re alleged beating by correctional officer	Abandoned
138	Re harassment by correctional officer	Not supported
139	Re handling of mail by jail officials	Not supported
140	Re restricted number of postage stamps	Not supported
141	Re conditions in jail	Not supported
142	Re inmate injured in fire	Independently resolved
143	Re withdrawal of temporary absence pass	Abandoned

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
144	Re segregation	Not supported
145	Re inmate's parole	Referred
146	Re obtaining hygienic articles	Rectified
147	Re transfer	Abandoned
148	Re denial of temporary absence pass	Abandoned
149	Re service of warrant on outstanding charges	Abandoned
150	Re segregation	Not supported
151	Re general hygiene of inmates	No assistance possible
152	Re withholding of mail, harassment and psychological treatment	Not supported
153	Re calculation of release date	Not supported
154	Re inadequate medical attention	Rectified
155	Re institutional rules and staff	Not supported
156	Re sanitary conditions	Abandoned
157	Re conditions in jail	Independently resolved
158	Re discharge from training school	Independently resolved
159	Re medical attention	Rectified
160	Re transfer	Independently resolved
161	Re release of inmates	Info/advice given
162	Re conditions in jail	Info/advice given
163	Re medical attention	Not supported
164	Re assistance in obtaining transfer	Rectified
165	Re food and transfer	Independently resolved
166	Re correctional officer beatings	Not supported
167	Re medical treatment for syphilis	Not supported
168	Re Ontario Parole Board	Discontinued
169	Re dental services	Abandoned

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
170	Re lack of protective custody facilities	No assistance possible
171	Re incentive allowance	Not supported
172	Re transfer	Rectified
173	Re canteen privileges	Not supported
174	Re difficulty obtaining a lawyer while incarcerated	Referred
175	Re conditions in jail	Info/advice given
176	Re food	Rectified
177	Re misconduct charge at a training school	Not supported
178	Re punishment for misconduct	Not supported
179	Re intra-institutional transfer	Independently resolved
180	Re denial of Christmas pass	Not supported
181	Re transfer	Independently resolved
182	Re forwarding of letters	Abandoned
183	Re transfer	Info/advice given
184	Re temporary absence pass	Info/advice given
185	Re temporary absence program	Not supported
186	Re obtaining writing paper	Rectified
187	Re temporary absence program	Independently resolved
188	Re request that time previously spent in jail should reduce sentence	Info/advice given
189	Re temporary absence pass	Not supported
190	Re temporary absence pass and transfer	Independently resolved
191	Re movie policy at an institution	Rectified
192	Re information concerning parole	Info/advice given
193	Re transfer for psychiatric treatment	Not supported

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
194	Re conditions at correctional centre	Abandoned
195	Re medical attention for sprained toe	Independently resolved
196	Re medical attention for back injury	Independently resolved
197	Re information pertaining to release	Info/advice given
198	Re lack of medical treatment	Info/advice given
199	Re canteen privileges	Independently resolved
200	Re improper classification	Not supported
201	Re statutory remission time	Info/advice given
202	Re transfer and temporary absence program	Abandoned
203	Re accusation of theft	Abandoned
204	Re probation order and social worker	Rectified
205	Re rights of an American citizen in jail	Info/advice given
206	Re correctional officers	Independently resolved
207	Re conduct of correctional officer	Not supported
208	Re articles of hygiene in segregation	Not supported
209	Re indefinite segregation	Not supported
210	Re denial of transfer	Info/advice given
211	Re discrimination against homosexual inmates	Not supported
212	Re civil suit against Ministry	Referred
213	Re recreational activities	Independently resolved
214	Re termination of medication	Independently resolved
215	Re segregation without just cause	Abandoned
216	Re temporary absence program	Abandoned

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
217	Re inadequate medical attention and canteen privileges	Not supported
218	Re loss of statutory remission time	Referred
219	Re harassment by a correctional officer	Not supported
220	Re beatings by inmates	Independently resolved
221	Re medical attention	Info/advice given
222	Re lack of dental attention	Independently resolved
223	Re loss of statutory remission time	Not supported
224	Re dismissal of a correctional officer	Independently resolved
225	Re inmate's day-to-day routine	Abandoned
226	Re transfer	Abandoned
227	Re privacy at Alcoholics Anonymous meetings	Rectified
228	Re visiting policy	Info/advice given
229	Re obtaining temporary absence pass	Info/advice given
230	Re rights of remand prisoners and communication between inmates	Rectified
231	Re large number of transfers	Abandoned
232	Re statutory remission time	Info/advice given
233	Re classification procedures	Independently resolved
234	Re beating of an inmate	Not supported
235	Re pre-release	Info/advice given
236	Re statutory remission time	Not supported
237	Re transfer to maximum security	Not supported
238	Re psychiatric help	Abandoned
239	Re mistake contained in a pre-sentence report	Rectified
240	Re compensation for injury sustained while in jail	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
241	Re recording of medical treatment given	Not supported
242	Re temporary absence pass	Not supported
243	Re personal property left behind after transfer	Independently resolved
244	Re medical attention	Abandoned
245	Re request to be appointed cook	Info/advice given
246	Re under-staffing and treatment program	Info/advice given
247	Re medical attention	Rectified
248	Re lack of medical attention	Abandoned
249	Re attitude of correctional officers and censorship of mail	Independently resolved
250	Re sentencing	Info/advice given
251	Re T.V. programming and release date	Info/advice given
252	Re psychiatric treatment	Info/advice given
253	Re transfer	Info/advice given
254	Re conditions in jail	Info/advice given
255	Re conditions in jail	Info/advice given
256	Re denial of bail	Referred
257	Re allegation that inmate was incarcerated solely because of his past record	Not supported
258	Re alleged harassment by correctional officers	Info/advice given
259	Re censorship of mail	Not supported
260	Re transfer to another institution for psychiatric treatment	Info/advice given
261	Re conditions in jail	Abandoned
262	Re eligibility for parole	Referred
263	Re request to forward letter to guardian	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
264	Re inadequate medical treatment	Independently resolved
265	Re release from segregation	Abandoned
266	Re transfer	Not supported
267	Re denial of reclassification	Info/advice given
268	Re conditions in jail	Abandoned
269	Re return of personal property upon release	Not supported
270	Re allegation that correctional officers did not properly check segregation area	Not supported
271	Re denial of yard exercise	Not supported
272	Re staff favouritism at training school	Abandoned
273	Re transfer	Independently resolved
274	Re termination of religious services	Info/advice given
275	Re transfer and refusal of pass	Not supported
276	Re consideration of correctional officer for promotion	No assistance possible
277	Re recreational facilities and food	Rectified
278	Re lack of heat	Rectified
279	Re temporary absence program	Independently resolved
280	Re medical treatment	Info/advice given
281	Re method of serving breakfast	Rectified
282	Re alleged manhandling by correctional officers	Info/advice given
283	Re denial of transfer	Info/advice given
284	Re opening of Ombudsman mail and lack of exercise	Rectified
285	Re work assignment	Rectified
286	Re placement in segregation	Not supported
287	Re irregular supplies of toothpaste	Abandoned

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
288	Re censorship of mail to lawyer	Not supported
289	Re treatment of inmates	Info/advice given
290	Re disallowance of certain magazines in cells	Info/advice given
291	Re sealed letters	Info/advice given
292	Re reclassification	Info/advice given
293	Re actions of correctional officers	Abandoned
294	Re T.V. and denial of transfer	Not supported
295	Re information about the Ombudsman	Info/advice given
296	Re transfer and procedures for calling lawyers	Info/advice given
297	Re conditions in jail	Info/advice given
298	Re classification to a maximum security institution	Not supported
299	Re conditions in jail	Independently resolved
300	Re correctional officer's conduct	Info/advice given
301	Re segregation cells in jails	Info/advice given
302	Re inadequate medical treatment	Not supported
303	Re a correctional officer's attitude towards an inmate	Rectified
304	Re difficulty in seeing superintendent	Info/advice given
305	Re refusal of permission to clean cell	Not supported
306	Re segregation cells	Info/advice given
307	Re unclean food trays in segregation	Not supported
308	Re lack of reasons for jail official's decisions	Rectified
309	Re inconsistent rules	Not supported
310	Re jail doctor's professional ethics	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
311	Re statutory remission time	Abandoned
312	Re sanitary conditions	Abandoned
313	Re correctionsl officer's conduct	Info/advice given
314	Re transfer	Not supported
315	Re visiting privileges	Independently resolved
316	Re transfer	Info/advice given
317	Re temporary absence pass	Not supported
318	Re mail censorship	Rectified
319	Re alleged beatings by correctional officers	Abandoned
320	Re computation of release date	Info/advice given
321	Re medical attention and transfer	Info/advice given
322	Re medical attention and temporary absence pass	Not supported
323	Re temporary absence passes and statutory remission time	Not supported
324	Re beatings by correctional officers	Not supported
325	Re beatings and morning milk ration	Not supported
326	Re transfer	Info/advice given
327	Re psychiatric treatment	Info/advice given
328	Re procedure for making phone calls	Not supported
329	Re beating by correctional officer and medical attention	Info/advice given
330	Re transfer	Info/advice given
331	Re transfer and obtaining books	Info/advice given
332	Re conditions in jail	Abandoned
333	Re transfer	Independently resolved
334	Re visiting and canteen privileges	Not supported

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
335	Re pending charges outside Ontario	Referred
336	Re segregation and correctional officers' conduct	Abandoned
337	Re release date	Rectified
338	Re medical attention	Rectified
339	Re visiting privileges	Abandoned
340	Re help obtaining transfer	Info/advice given
341	Re special food diet	Rectified
342	Re punishment received by inmate	Not supported
343	Re alleged unfair treatment by correctional officers	Not supported
344	Re replacement of damaged eye glasses	Independently resolved
345	Re request to receive electro-cardiogram test	Rectified
346	Re forwarding of mail	Not supported
347	Re medical treatment, forwarding of mail and transfer	Independently resolved
348	Re transfer	Rectified
349	Re transfer	Rectified
350	Re food, medical attention, proper exercise and a temporary absence pass	Rectified
351	Re transfer	Not supported
352	Re recreation facilities and food	Rectified
353	Re denial of visits with fiancé	Not supported
354	Re statutory remission time	Info/advice given
355	Re temporary absence pass	Independently resolved
356	Re visiting privileges	Abandoned
357	Re transfer	Rectified
358	Re food and recreational facilities	Rectified

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
359	Re incentive allowance	Info/advice given
360	Re information requested concerning trial procedure and federal prisons	Info/advice given
361	Re receipt of mail	Independently resolved
362	Re T.V. policy, lack of exercise and food	Rectified
363	Re segregation, exercise, visits and letter paper	Not supported
364	Re request for transfer to psychiatric facility	Referred
365	Re medical attention for injured hip	Abandoned
366	Re delay in deportation order	Independently resolved
367	Re recreational facilities	Independently resolved
368	Re delay in deportation	Abandoned
369	Re inability to arrange transfer	Rectified
370	Re transfer	Info/advice given
371	Re overdue bail review	Independently resolved
372	Re rights of remand prisoners and canteen privileges	Info/advice given
373	Re intra-jail transfer and interview with jail superintendent	Info/advice given
374	Re transfer	Independently resolved
375	Re medical treatment	Not supported
376	Re transfer due to poor health	Not supported
377	Re temporary absence pass	Not supported
378	Re medical treatment for knee injury	Not supported
379	Re transfer and temporary absence pass	Rectified
380	Re discrimination and recreational facilities	Rectified

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
381	Re transfer to correctional institute	Info/advice given
382	Re transfer from jail to federal farm camp	Referred
383	Re transfer	Independently resolved
384	Re telephone call to parents	Independently resolved
385	Re medical attention	Rectified
386	Re discrimination and transfer	Not supported
387	Re special diet for medical reasons	Info/advice given
388	Re loss of personal property	Independently resolved
389	Re special diet	Rectified
390	Re release date	Info/advice given
391	Re food and statutory remission time	Info/advice given
392	Re recreational facilities, food and transfer	Rectified
393	Re recreational facilities, food and medical attention	Rectified
394	Re medical treatment and transfer	Info/advice given
395	Re recreational facilities and special diet	Rectified
396	Re visiting privileges, recreational facilities and medical treatment	Info/advice given
397	Re denial of weekend pass	Not supported
398	Re not being informed about Ombudsman	Info/advice given
399	Re an excessive number of searches	Not supported
400	Re discharge date	Info/advice given
401	Re correctional officer's conduct	Rectified
402	Re recreational facilities	Info/advice given
403	Re outstanding fines	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
404	Re temporary absence pass and transfer applications	Rectified
405	Re conditions in jail	Abandoned
406	Re medical attention	Abandoned
407	Re transfer	Not supported
408	Re yard privileges	Info/advice given
409	Re transfer	Referred
410	Re denial of temporary absence pass	Not supported
411	Re transfer	Rectified
412	Re inconsistent policies of correctional officers	Info/advice given
413	Re work assignments	Info/advice given
414	Re transfer pending criminal charges	Info/advice given
415	Re counselling session held at a regional office	Info/advice given
416	Re mail censorship	Not supported
417	Re temporary absence program	Independently resolved
418	Re computation of release date	Rectified
419	Re inadequate medical attention	Not supported
420	Re medical attention for dislocated shoulder	Abandoned
421	Re transfer	Abandoned
422	Re transfer	Not supported
423	Re suspension of correspondence course during segregation	Rectified
424	Re inadequate vegetarian food	Not supported
425	Re possible dismissal from job with Ministry	No assistance possible
426	Re jail facilities	Not supported
427	Re release date	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
428	Re over-crowding	Info/advice given
429	Re beatings from other inmates	Independently resolved
430	Re confiscated money	Info/advice given
431	Re disciplinary action taken for previous behaviour of correctional officer	Info/advice given
432	Re discrimination in connection with temporary absence passes	Not supported
433	Re request for boyfriend's presence on birthday	Info/advice given
434	Re lack of exercise	Not supported
435	Re correctional officer's handling of books	Not supported
436	Re transfer and medical attention	Rectified
437	Re medical treatment and exercise time	Info/advice given
438	Re transfer	Rectified
439	Re transfer to maximum security	Independently resolved
440	Re temperature controls in jail	Abandoned
441	Re obtaining temporary absence pass	Independently resolved
442	Re temporary absence program	Rectified
443	Re inmate's immigration status	Info/advice given
444	Re changes in Ministry's regulations	Not supported
445	Re lack of painting supplies	Abandoned
446	Re slowdown in outgoing mail	Rectified
447	Re conditions in jail	Abandoned
448	Re T.V. programming and recreational facilities	Rectified
449	Re denial of temporary absence pass	Not supported
450	Re denial of opportunity to work	Abandoned
451	Re sexual assault in jail	Not supported

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
452	Re "locked up" corridor	Info/advice given
453	Re computation of release date	Rectified
454	Re transfer of charges	Info/advice given
455	Re alleged perjured evidence	Info/advice given
456	Re transfer and medical attention	Independently resolved
457	Re alleged brutality by correctional officer	Abandoned
458	Re transfer	Independently resolved
459	Re breathing problem in segregation cell	Independently resolved
460	Re temporary absence pass	Rectified
461	Re medical treatment for back injury	Rectified
462	Re unjust institutional charge	Independently resolved
463	Re temporary absence program	Info/advice given
464	Re personal hygiene in segregation	Info/advice given
465	Re phone calls, mail censorship and inability to see superintendent	Info/advice given
466	Re medical attention and treatment of visitors	Abandoned
467	Re medical treatment	Abandoned
468	Re correctional officer's back pay	Independently resolved
469	Re forwarding of mail	Info/advice given
470	Re conditions in jail	Abandoned
471	Re transfer request	Info/advice given
472	Re non receipt of termination pay by former Ministry employee	Info/advice given
473	Re release date	Rectified
474	Re address of inmate	Rectified
475	Re accommodation after release	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
476	Re lack of sexual freedom	Not supported
477	Re medical treatment	Not supported
478	Re conditions in jail	Abandoned
479	Re non-use of exercise yard	Independently resolved
480	Re correctional officer's conduct	Abandoned
481	Re lack of psychological attention	Info/advice given
482	Re pension from Ministry	Info/advice given
483	Re segregation	Not supported
484	Re release date	Rectified
485	Re food	Not supported
486	Re release date	Abandoned
487	Re alleged unlawful detention	Independently resolved
488	Re possible assault charge	Info/advice given
489	Re Ontario Parole Board	Not supported
490	Re suspension of parole	Independently resolved
491	Re alleged discrimination by a correctional officer	Info/advice given
492	Re protective custody and medical treatment	Not supported
493	Re drug problem	Rectified
494	Re detention while eligible for parole	Info/advice given
495	Re medical payments	Info/advice given
496	Re statutory remission time	Not supported
497	Re revocation of a temporary absence pass	Not supported
498	Re confiscation of money as contraband	Not supported
499	Re transfer	Rectified

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
500	Re hair nets worn by kitchen staff	Not supported
501	Re correspondence with brother	Rectified
502	Re transfer	Info/advice given
503	Re possible civil action against jail	Referred
504	Re regulations for "Yard Up" when in segregation	Info/advice given
505	Re classification	Not supported
506	Re denial of medical attention	Rectified
507	Re transfer request	Not supported
508	Re alleged threat by correctional officer	Not supported
509	Re transfer, temporary absence program and constant lock-up	Not supported
510	Re classification as a maximum security risk	Rectified
511	Re irritation of skin from soap and shampoo in the institution	Referred
512	Re alleged beating by correctional officer	Not supported
513	Re length of time in segregation	Not supported
514	Re denial of rules and regulations booklet	Rectified
515	Re unjust institutional charge	Not supported
516	Re administrative policies and procedures	Not supported
517	Re suicide threat and request for transfer	Independently resolved
518	Re unjust dismissal of correctional officer	Independently resolved
519	Re request for medical treatment	Rectified
520	Re investigation into training schools by Ministry	No assistance possible

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
521	Re request for assistance with parole application	Info/advice given
522	Re allegation of physical and sexual abuse	Not supported
523	Re request for transfer	Abandoned
524	Re inmate's release date from a correctional centre	Independently resolved
525	Re request for temporary absence pass	Abandoned
526	Re loss of inmate's mail	Info/advice given
527	Re allegation of discrimination at a correctional centre	Abandoned
528	Re medical treatment at a correctional centre	Abandoned
529	Re alleged harassment and mistreatment of inmate by jail staff	Abandoned
530	Re inmate's problems adjusting to institution	Info/advice given
531	Re loss of inmate's ring	Info/advice given
532	Re access to telephone	Not supported
533	Re inmate's allegation of assault by other inmates	Abandoned
534	Re problems experienced by inmates upon their release from custody	Info/advice given
535	Re use of protective custody at a correctional centre	Abandoned
536	Re number of letters an inmate is allowed to mail from the institution each week	Rectified
537	Re hair found in food served in institution	Rectified
538	Re denial of visit with inmate's brother	Abandoned
539	Re competence of staff at a correctional centre	Abandoned

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
540	Re medical attention given inmates at jail	Abandoned
541	Re conditions in jail	Independently resolved
542	Re detention in segregation	Abandoned
543	Re medical attention in institution	Abandoned
544	Re request for transfer to minimum security institution	Independently resolved
545	Re alleged unjust treatment at regional detention centre	Abandoned
546	Re request for special diet at correctional centre	Independently resolved
547	Re strip searching conducted in a jail	Info/advice given
548	Re request for assistance in obtaining parole	Info/advice given
549	Re discrimination experienced by inmate in jail	Abandoned
550	Re detention in segregation	Abandoned
551	Re alleged harassment of inmate by classification officer	Rectified
552	Re conditions in correctional centre	Abandoned
553	Re request to join Alcoholics Anonymous in jail	Rectified
554	Re alleged discrimination by school teacher at correctional centre	Not supported
555	Re conditions in jail	Abandoned
556	Re behaviour of correctional officer in jail	Rectified
557	Re conditions in jail	Abandoned
558	Re hours when inmates are allowed in their cells	Info/advice given
559	Re alleged unjust institutional charge	Not supported

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
560	Re transfer	Not supported
561	Re extensive use of segregation	Not supported
562	Re meals in jail	Not supported
563	Re alleged unjust charge of threatening another inmate	Not supported
564	Re request for transfer	Not supported
565	Re allegation of false imprisonment	Abandoned
566	Re lack of recreational facilities in jail	No assistance possible
567	Re extreme heat in jail	Abandoned
568	Re transfer to treatment-oriented institution	Independently resolved
569	Re alleged brutality in jail	Abandoned
570	Re request for transfer from jail to regional detention centre	Rectified
571	Re request to be provided with asthma medication	Rectified
572	Re request for assistance to obtain temporary absence pass for son	Info/advice given
573	Re medical attention given inmates at correctional centre	Abandoned
574	Re segregation procedures and food in jail	Abandoned
575	Re treatment received while in custody in jail	Not supported
576	Re censorship of mail and handling of food in jail	Not supported
577	Re confinement in segregation unit of jail	Independently resolved
578	Re assault by fellow inmates in correctional centre	Info/advice given
579	Re denial of temporary absence pass	Abandoned
580	Re diet in jail	Independently resolved

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
581	Re failure to provide shampoo for inmate's use	Independently resolved
582	Re opening of letters addressed to Ombudsman from inmates	Rectified
583	Re treatment administered to to fellow inmate	Independently resolved
584	Re length of time inmate was detained in segregation	Info/advice given
585	Re use of telephone in jail	Info/advice given
586	Re problems encountered while held in custody in jail	Abandoned
587	Re failure to obtain a temporary absence pass	Rectified
588	Re failure to obtain antabuse treatment	Info/advice given
589	Re inmate's inability to wash regularly in jail	Rectified
590	Re time taken for guards to respond to requests by inmates	Independently resolved
591	Re inmate's request to attend complete chapel services	Independently resolved
592	Re dietary regulations in jail	Not supported
593	Re allegation by inmate that he was unjustly placed in segregation	Not supported
594	Re inability of inmates to shower every day in jail	Not supported
595	Re medical treatment administered to inmates in correctional centre	Info/advice given
596	Re procedures followed in charging inmates in institutions	Info/advice given
597	Re request to be married in jail	Info/advice given
598	Re denial of temporary absence pass	Independently resolved
599	Re alleged denial of privileges to inmate in correctional centre	Abandoned
600	Re alleged unjust segregation in jail	Not supported

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
601	Re request for legal advice at jail	Referred
602	Re treatment of inmates by correctional officers	Abandoned
603	Re medical treatment in jail	Abandoned
604	Re request for assistance in obtaining temporary absence pass	Independently resolved
605	Re alleged harassment in jail	Abandoned
606	Re quality of medical attention received by inmate	Abandoned
607	Re denial of five-day pass to resident of a forestry camp	Independently resolved
608	Re administrative policies at jail	Info/advice given
609	Re inconsistent application of jail privileges in jail	Abandoned
610	Re harassment of inmate by jail staff	Abandoned
611	Re discrepancy between privileges granted to sentenced and remanded inmates	Info/advice given
612	Re possibility of husband's parole being revoked	Info/advice given
613	Re correctional officer's inability to be reinstated at jail	Info/advice given
614	Re lack of privacy when using washroom facilities	Rectified
615	Re food served to inmates in jail	Not supported
616	Re amount of tobacco available to inmates each week	Rectified
617	Re loss of statutory remission time	Info/advice given
618	Re possible denial of son's parole	Info/advice given
619	Re confusion concerning inmate's sentence	Rectified
620	Re request for transfer to correctional centre	Not supported

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
621	Re medical treatment received by inmate	Not supported
622	Re transfer to correctional centre	Not supported
623	Re cancellation of temporary absence pass	Info/advice given
624	Re inmate's loss of statutory remission time	Info/advice given
625	Re inmate suffering from bad nerves while at correctional centre	Discontinued
626	Re medical treatment in correctional centre	Info/advice given
627	Re request for information concerning temporary absence program	Info/advice given
628	Re staff at correctional centre	Abandoned
629	Re request for assistance with transfer to jail	Abandoned
630	Re refusal of jail officials to purchase articles for inmates	Abandoned
631	Re request to be sent to facility for alcholic treatment	Info/advice given
632	Re request to be placed in protective custody at correctional centre	Independently resolved
633	Re limit of two outgoing letters per week at regional detention centre	Rectified
634	Re visiting privileges at regional detention centre	Info/advice given
635	Re quality of food at regional detention centre	Rectified
636	Re remanded prisoner being forced to work contrary to Ministry regulations	Rectified
637	Re denial of proper medical treatment to inmates	Independently resolved
638	Re inmate's request to work in laundry at correctional centre	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
639	Re request for assistance in paying fines	Abandoned
640	Re alleged threats received while in institution	Abandoned
641	Re request for transportation home when released from institution	Abandoned
642	Re denial of privileges to inmates in jail	Abandoned
643	Re request to work as a dishwasher rather than in construction at correctional centre	Abandoned
644	Re alleged unjust placement in segregation	Abandoned
645	Re difficulties experienced by seeking a temporary absence pass	Abandoned
646	Re confusion concerning outstanding charges on inmate's institutional record	Info/advice given
647	Re allegation of "mail tampering" by officials at correctional centre	Rectified
648	Re conduct of specific correctional officer at correctional centre	Rectified
649	Re allegation that inmates were not permitted visits with family at correctional centre	Rectified
650	Re request for information concerning assault charge	Info/advice given
651	Re request for transfer from correctional centre to another institution	Independently resolved
652	Re conduct of correctional officer	Independently resolved
653	Re request for reinstatement of lost statutory remission time	Referred
654	Re alleged beatings by correctional officers at correctional centre	Not supported
655	Re loss of personal articles at correctional centre	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
656	Re request for transfer from correctional centre to another institution	Info/advice given
657	Re tense atmosphere in correctional centre	Abandoned
658	Re request for transfer to correctional centre	Info/advice given
659	Re request for permission to be married at correctional centre	Info/advice given
660	Re request that inmates be allowed extra privileges on Sundays	Info/advice given
661	Re request for more doctors "on call" at institutions on weekends	Info/advice given
662	Re inmate request for information concerning birth certificate	Info/advice given
663	Re size of remand section in detention centre	No assistance possible
664	Re request for reinstatement of lost statutory remission time	Referred
665	Re treatment of inmate by correctional officers at jail	Abandoned
666	Re request for transfer from correctional centre to jail	Info/advice given
667	Re request for reinstatement of lost statutory remission time	Referred
668	Re conduct of female correctional officers at regional detention centre	Abandoned
669	Re lack of improvements to jail over last five years	Info/advice given
670	Re denial of temporary absence pass	Info/advice given
671	Re alleged unfair denial of "yard-up" privileges	Info/advice given
672	Re alleged unjust denial of temporary absence pass	Info/advice given
673	Re alleged harassment and mistreatment of inmate by correctional officer at jail	Abandoned

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
674	Re misconduct charge brought against inmate	Info/advice given
675	Re suspicion that letters written to husband not received by him in jail	Not supported
676	Re request for treatment for emotional problems	Abandoned
677	Re request for assistance in transfer from one corridor to another in jail	Info/advice given
678	Re alleged denial of special diet to inmate with medical problems	Independently resolved
679	Re attitude of correctional officer at jail	Rectified
680	Re request for transfer to psychiatric facility	Abandoned
681	Re problems incurred by inmate at adult training centre	Abandoned
682	Re request for transfer to correctional centre	Info/advice given
683	Re request to be held in protective custody	Rectified
684	Re conditions in jail	Info/advice given
685	Re treatment of inmates at regional detention centre	Independently resolved
686	Re request that 30 days unjustly served be counted towards present sentence	Info/advice given
687	Re request for return to town where crime committed upon inmate's release	Info/advice given
688	Re request for information concerning parole	Info/advice given
689	Re request to take part in temporary absence program	Abandoned
690	Re denial of valium for nervous condition	No assistance possible

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
691	Re request for reinstatement of lost statutory remission time	Not supported
692	Re request for assistance to obtain transfer	Independently resolved
693	Re limited exercise period at jail	Not supported
694	Re allegation that inmate's sentence unjustly extended	Not supported
695	Re conduct of correctional officer in jail	Not supported
696	Re requested attention for medical problems	Info/advice given
697	Re food served to inmate with medical problems	Abandoned
698	Re request for reinstatement of statutory remission time	Referred
699	Re request for assistance in obtaining inmate's school file from correctional centre	Rectified
700	Re the type of writing pens issued to inmates in jail	Discontinued
701	Re limited rights of inmates held in protective custody	Info/advice given
702	Re loss of earned remission time by inmate at correctional centre	Not supported
703	Re treatment of inmates by correctional officers at correctional centre	Not supported
704	Re conditions in jail	Info/advice given
705	Re medical treatment received by inmate in jail	Abandoned
706	Re clothing worn by segregated inmates	Info/advice given
707	Re withdrawal of inmate's temporary absence pass by authorities in jail	Abandoned
708	Re request for reinstatement of statutory remission time	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
709	Re inmate's problems in acquiring learning skills in the welding field	Info/advice given
710	Re lunches provided for temporary absence program inmates	Independently resolved
711	Re request for transfer from jail	Independently resolved
712	Re alleged assault by correctional officers	Abandoned
713	Re request for transfer from correctional centre to jail	Abandoned
714	Re placement at training school	Info/advice given
715	Re request for psychiatric treatment at correctional centre	Independently resolved
716	Re request for explanation why inmate's parole application was not forwarded from jail	Rectified
717	Re request to establish an arts and crafts program at correctional centre	Referred
718	Re censorship of inmate's letters by institutional authorities	Not supported
719	Re denial of five-day pass to inmate	Not supported
720	Re request to obtain chewing tobacco in jail	Independently resolved
721	Re suggestion that special request forms be available at correctional centre	Info/advice given
722	Re delay in processing of parole application	Info/advice given
723	Re request for transfer from correctional institute to jail	Info/advice given
724	Re request for easier access to the superintendent at correctional centre	Info/advice given
725	Re denial of privileges in jail	Abandoned

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
726	Re request for transfer to correctional institution where inmate could communicate in French	Abandoned
727	Re alleged unjust denial of right to visit girlfriend	Not supported
728	Re delay in inmate's application for parole being forwarded to National Parole Board	Rectified
729	Re denial of permission to meet with doctors who had treated inmate prior to his incarceration	Abandoned
730	Re request for transfer from detention centre to correctional centre	Not supported
731	Re request to reinstate inmate's statutory remission time	Not supported
732	Re medical treatment administered to inmate at regional detention centre	Not supported
733	Re segregation of emotionally unstable inmate	Abandoned
734	Re request for assistance to obtain transfer from correctional centre	Info/advice given
735	Re denial of temporary absence pass	Abandoned
736	Re inadequate medical care received in jail	Not supported
737	Re conditons in correctional centre	Abandoned
738	Re request for assistance to obtain an operation in general hospital	Not supported
739	Re medical treatment in jail	Independently resolved
740	Re allegation that inmate's institutional incentive allowance was being unjustly altered	Rectified
741	Re manner in which inmate's misconduct hearing was conducted	No assistance possible
742	Re alleged unjust treatment in jail	Abandoned
743	Re medical treatment in jail	Abandoned

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
744	Re allegation of inadequate medical treatment	Not supported
745	Re request to obtain more milk per day in correctional institute	Not supported
746	Re reinstatement of lost statutory remission time	Referred
747	Re delay in processing inmate's application for temporary absence program	Independently resolved
748	Re request for transfer to correctional centre	Not supported
749	Re denial of temporary absence pass	Not supported
750	Re delay in inmate's mail concerning outstanding traffic convictions	Info/advice given
751	Re request to obtain a new job within correctional institution	Rectified
752	Re alleged unjust charge against inmate at correctional centre	Not supported
753	Re request for assistance in obtaining religious articles from the jail	Rectified
754	Re request for assistance in obtaining treatment for nervous condition in jail	Abandoned
755	Re inmate from Alberta having to to serve sentence in Ontario	Referred
756	Re request for transfer from jail to institution in Vancouver	Info/advice given
757	Re request for assistance in obtaining parole	Info/advice given
758	Re limited recreational facilities available at jail	Info/advice given
759	Re lack of playing cards at correctional centre	Rectified
760	Re correctional officers' failure to respect inmates' property	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
761	Re recreational programs at correctional centre	Rectified
762	Re legality of special diets under Ministry regulations	Info/advice given
763	Re conduct of correctional officer at jail	Not supported
764	Re diet administered to inmates in segregation in jail	Not supported
765	Re request for transfer from jail to correctional centre	Independently resolved
766	Re request for transfer to correctional centre	Not supported
767	Re T.V. station televising film of prison area with full view of complainant	Referred
768	Re alleged discrimination by correctional officers in jail	Abandoned
769	Re request for assistance in obtaining transfer from correctional centre to jail	Independently resolved
770	Re Alcoholics Anonymous program at correctional centre	Info/advice given
771	Re request for assistance in obtaining transfer from correctional centre to another institution	Info/advice given
772	Re loss of statutory remission time and temporary absence pass	Referred
773	Re medical treatment in correctional institution	Independently resolved
774	Re conditions in jail	Info/advice given
775	Re request to attend educational upgrading course	Info/advice given
776	Re medical attention received by inmate in jail	Info/advice given
777	Re alleged unjust loss of grading at correctional institution	Abandoned

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
778	Re request to obtain marriage counselling in correctional centre	Independently resolved
779	Re request to obtain treatment for inmate's drinking problem in correctional centre	Independently resolved
780	Re problem with correctional officer's sick day credits	Rectified
781	Re medical treatment administered to inmate in jail	Independently resolved
782	Re request for permission to visit doctor outside the correctional institution	Abandoned
783	Re inmate request to serve the balance of his sentence in a correctional centre	Abandoned
784	Re treatment administered to inmate by doctor at correctional centre	Info/advice given
785	Re request for special medical treatment	Info/advice given
786	Re frustrations of inmate in protective custody at correctional centre	Rectified
787	Re alleged inadequate medical treatment received by inmate in jail	Rectified
788	Re request for clarification of inmate's classification within the correctional system	Info/advice given
789	Re request to be released from segregation	Rectified
790	Re request to obtain glasses which had been previously prescribed for inmate	Rectified
791	Re request for information concerning inmate's parole eligibility	Info/advice given
792	Re inmate's clothing in jail	Abandoned
793	Re delay in temporary absence program approval	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
794	Re medical treatment received by inmate while in jail	Not supported
795	Re conduct of correctional officer in jail	Not supported
796	Re denial of temporary absence pass	Info/advice given
797	Re attitude of correctional officer in jail	Referred
798	Re conduct of school principal at correctional centre	Abandoned
799	Re denial of institutional transfer	Independently resolved
800	Re delay in temporary absence pass	Referred
801	Re request for transfer from correctional centre to correctional institute	Info/advice given
802	Re medical attention received at correction centre	Info/advice given
803	Re request to be released from segregation at correctional centre	Not supported
804	Re conditions in jail	Abandoned
805	Re inability of the Office of the Ombudsman to assist inmate	Abandoned
806	Re staff attendance credits in jail	Info/advice given
807	Re problems concerning psychiatric treatment at correctional centre	Rectified
808	Re inmate's lack of medical care	Not supported

MINISTRY OF CULTURE AND RECREATION

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
1	Re demolition of historical building	Referred
2	Re request for information concerning lottery	Referred

MINISTRY OF EDUCATION

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
1	Re Teachers' Superannuation Commission	Info/advice given
2	Re conduct of fellow teachers	Referred
3	Re Ontario's education standards	No assistance possible
4	Re alleged harassment by other staff members at high school	No assistance possible
5	Re rejection of application to Teacher's College	Referred
6	Re distribution of taxes to Roman Catholic High Schools	Info/advice given
7	Re school fees for foster child	Referred
8	Re denial of a pension from the Teachers' Superannuation Commission	Not supported
9	Re authority of Ombudsman over education in Ontario	Info/advice given
10	Re food served in educational institutions	Not supported
11	Re teachers strike affecting the students' academic year	Abandoned
12	Re request to be admitted to language course	Referred
13	Re denial of credits for work experience	Info/advice given
14	Re inmate not receiving correspondence courses from the Ministry	Rectified

MINISTRY OF ENERGY

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
1	Re land purchase by Ontario Hydro	Referred
2	Re late payment penalties levied by Ontario Hydro	Info/advice given
3	Re Ontario Hydro	No assistance possible
4	Re farm expropriation by Ontario Hydro	Referred
5	Re billing system of Ontario Hydro	Rectified
6	Re increased cost of Ontario Hydro	Referred
7	Re hiring policy of Ontario Hydro	Not supported
8	Re Ontario Hydro's failure to accept responsibility for moving hydro pole from complainant's property	Independently resolved
9	Re increased cost of Ontario Hydro	Referred
10	Re meter reading conducted by Ontario Hydro	Referred
11	Re Ontario Energy Board's failure to respond to complainant's written requests	Independently resolved
12	Re <u>The Power Corporation Act</u>	No assistance possible
13	Re actions of Ontario Energy Board in authorizing rental of property	Referred

MINISTRY OF THE ENVIRONMENT

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
1	Re decision of Environmental Hearing Board	Info/advice given
2	Re destruction of the environment	Referred
3	Re non-returnable beverage containers	Referred
4	Re Ministry's actions in connection with the dumping of waste on complainant's property	Not supported
5	Re hiring policies of the Ministry	Referred
6	Re actions of Ministry in connection with water and sewage rates	Independently resolved

MINISTRY OF GOVERNMENT SERVICES

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
1	Re termination of employment for medical reasons	Independently resolved
2	Re denial of promised position	Independently resolved
3	Re amount of pension for former employee	Not supported
4	Re alleged unjust dismissal	Not supported
5	Re delay in receiving final pay cheque	Independently resolved
6	Re alleged unjust dismissal	Not supported
7	Re non-payment of a retroactive public service superannuation adjustment	Independently resolved

MINISTRY OF HEALTH

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
1	Re medication destroyed at nursing home	Not supported
2	Re O.H.I.P. payments	Independently resolved
3	Re problems with Drug Benefit Plan	Independently resolved
4	Re O.H.I.P. payments	Abandoned
5	Re lack of fresh air and exercise at Mental Health Centre	Abandoned
6	Re O.H.I.P. quota policy for physiotherapists	Independently resolved
7	Re transfer from hospital to nursing home	Rectified
8	Re committal to psychiatric hospital	Not supported
9	Re Ministry's negotiation tactics	Abandoned
10	Re O.H.I.P. payments	Referred
11	Re O.H.I.P. billing practices	Independently resolved
12	Re "comfort allowance" unavailable in special care homes	Referred
13	Re O.H.I.P.'s refusal to pay for cosmetic surgery	Independently resolved
14	Re son's treatment at Mental Health Centre	Abandoned
15	Re failure to receive psychiatric treatment	Not supported
16	Re admission to a psychiatric institution	Referred
17	Re O.H.I.P. coverage	Independently resolved
18	Re request to obtain detailed account from O.H.I.P.	Abandoned
19	Re release from psychiatric hospital	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
20	Re treatment of a mental patient	Abandoned
21	Re extension of employment with Ministry	Independently resolved
22	Re closing of hospitals	Referred
23	Re psychiatric staff at hospital	Info/advice given
24	Re loss of job at psychiatric hospital	Info/advice given
25	Re request to keep dangerous man in psychiatric hospital	Referred
26	Re dismissal from hospital	Referred
27	Re <u>Health Disciplines Act</u>	Referred
28	Re O.H.I.P. payments	Info/advice given
29	Re alleged unjust committal in psychiatric hospital	Not supported
30	Re closing of hospitals	Referred
31	Re request for transfer of psychiatric patient	Rectified
32	Re request for additional therapy	Info/advice given
33	Re request for transfer within psychiatric hospital	Not supported
34	Re denial of surgical privileges at hospitals	Referred
35	Re non-receipt of pay from Ministry of Health	Not supported
36	Re closing of hospitals	Referred
37	Re transfer of psychiatric patient	Not supported
38	Re medical attention at Ontario hospitals	Not supported
39	Re O.H.I.P. entitlement	Referred
40	Re O.H.I.P. premiums	Referred
41	Re O.H.I.P. premium overpayments	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
42	Re under-serviced areas program	Info/advice given
43	Re O.H.I.P. claim for operation performed outside Canada	Info/advice given
44	Re request to be discharged from psychiatric hospital	Independently resolved
45	Re request for a doctor's "Bill of Rights"	Referred
46	Re refusal of Ministry grant	Info/advice given
47	Re request for a patient's "Bill of Rights"	Info/advice given
48	Re denial of O.H.I.P. premium assistance	Info/advice given
49	Re recovery of O.H.I.P. payments	Info/advice given
50	Re O.H.I.P.	Info/advice given
51	Re programs at psychiatric hospital	Not supported
52	Re Ombudsman's authority concerning nursing homes	Info/advice given
53	Re treatment under Extendicare	Abandoned
54	Re O.H.I.P.	Discontinued
55	Re treatment given at a hospital	Referred
56	Re treatment given at psychiatric hospital	Abandoned
57	Re doctor's dismissal from a hospital	Info/advice given
58	Re health clinic's handling of pension cheques	Not supported
59	Re denial of medical treatment in Ontario	Referred
60	Re request for compensation for operation	Referred
61	Re alleged mistreatment of complainant at psychiatric hospital	Abandoned

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
62	Re treatment received by a patient at a hospital	Referred
63	Re request for transfer from a psychiatric hospital to a regional hospital	Referred
64	Re closing of hospitals	Referred
65	Re food at psychiatric hospital	Referred
66	Re treatment at psychiatric hospital	Abandoned
67	Re request for transfer from psychiatric institution	Not supported
68	Re support of program by Ministry	Referred
69	Re psychiatric hospital	Info/advice given
70	Re drug abuse	Info/advice given
71	Re request for transfer to regional hospital	Independently resolved
72	Re salary freeze resulting from Ministry policy	Info/advice given
73	Re involuntary detention at psychiatric hospital and request to be transferred	Independently resolved
74	Re termination of employment at hospital	Not supported
75	Re experimentation with psychiatric patient	Not supported
76	Re O.H.I.P.	Info/advice given
77	Re O.H.I.P. rebate	Abandoned
78	Re O.H.I.P. premium	Info/advice given
79	Re request for transfer to Ontario mental health facility	Info/advice given
80	Re request to be discharged from psychiatric institution	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
81	Re ambulance service employee's seniority rights	Rectified
82	Re ambulance drivers' manager's negotiations with Ministry	Discontinued
83	Re salaries of ambulance supervisors	Abandoned
84	Re denial of retroactive pay to ambulance supervisors	Abandoned
85	Re ambulance service	Referred
86	Re involuntary detention in a psychiatric institution	Not supported
87	Re treatment in hospital	Info/advice given
88	Re treatment in hospital	Info/advice given
89	Re hospital administration	Abandoned
90	Re health legislation	Info/advice given
91	Re treatment in hospital	Info/advice given
92	Re treatment in hospital	Info/advice given
93	Re treatment in hospital	Referred
94	Re alleged wrongful dismissal from hospital	Referred
95	Re nurse's employment	Abandoned
96	Re alleged wrongful dismissal from hospital	Referred
97	Re hospital's hiring practices	Referred
98	Re alleged negligence by hospital	Info/advice given
99	Re treatment in hospital	Referred
100	Re T.V. sets in hospital	Info/advice given
101	Re treatment in hospital	No assistance possible

MINISTRY OF HOUSING

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
1	Re application for Ontario Housing Corporation accommodation	Independently resolved
2	Re Ontario Housing Corporation accommodation	Referred
3	Re quality of workmanship on home purchased from Ministry	Info/advice given
4	Re threatened eviction from Ontario Housing Corporation accommodation	Rectified
5	Re alleged wrongful dismissal	Abandoned
6	Re Ontario Housing Corporation accommodation	Discontinued
7	Re Ontario Housing Corporation accommodation	Abandoned
8	Re denial of transfer by Ontario Housing Corporation	Not Supported
9	Re application for Ontario Housing Corporation accommodation	Abandoned
10	Re Home Improvement Loan	No assistance possible
11	Re Ministry's freeze on building	Independently resolved
12	Re eviction from Ontario Housing Corporation accommodation	Info/advice given
13	Re difficulty obtaining information on status of application to Ontario Housing Corporation	Rectified
14	Re noise at Ontario Housing Corporation development	Info/advice given
15	Re Ministry procedure in purchasing a property	Info/advice given
16	Re Ontario Housing Corporation accommodation	Independently resolved
17	Re difficulty in obtaining accommodation in Ontario Housing Corporation senior citizens apartment	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
18	Re eligibility for Ontario Housing Corporation accommodation	Info/advice given
19	Re request for larger Ontario Housing Corporation accommodation	Rectified
20	Re refusal of Home Ownership Made Easy grant	Abandoned
21	Re registration of Ontario Housing Corporation building	Abandoned
22	Re eligibility for Ontario Housing Corporation accommodation	Abandoned
23	Re application for Ontario Housing Corporation accommodation	Info/advice given
24	Re Home Ownership Made Easy Plan	Info/advice given
25	Re prices of homes under the Home Ownership Made Easy Plan	Referred
26	Re delay experienced by family waiting for Ontario Housing Corporation accommodation	Independently resolved
27	Re refusal of Home Ownership Made Easy grant	Not supported
28	Re application for Ontario Housing Corporation accommodation by invalid	Rectified
29	Re denial of transfer by Ontario Housing Corporation	Independently resolved
30	Re refusal of Home Ownership Made Easy grant	Independently resolved
31	Re application for Home Ownership Made Easy grant	Referred
32	Re delay in allocation of funds by Ontario Home Renewal Program	Referred

MINISTRY OF INDUSTRY AND TOURISM

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
1	Re Ontario Development Corporation	Independently resolved

MINISTRY OF LABOUR

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
1	Re The Ontario Labour Relations Board's delay in counting certification vote ballots	Info/advice given
2	Re holiday pay legislation	Referred
3	Re The Ontario Labour Relations Board's delay in counting certification vote ballots	Independently resolved
4	Re provisions of <u>The Employment Standards Act</u>	Info/advice given
5	Re minimum wage legislation	Referred
6	Re delay in receiving decision of The Ontario Labour Relations Board	Independently resolved
7	Re complaint to The Ontario Labour Relations Board	Referred
8	Re alleged denial of a fair hearing by The Ontario Labour Relations Board	Not supported
9	Re alleged collusion between a company and The Ontario Labour Relations Board	No assistance possible
10	Re allegation that The Ontario Labour Relations Board was not assisting complainant	Info/advice given
11	Re liaison between Liquor Licence Board of Ontario and The Ontario Labour Relations Board	Info/advice given
12	Re <u>The Labour Relations Act</u>	Referred

MINISTRY OF NATURAL RESOURCES

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
1	Re Credit Valley Conservation Authority	Info/advice given
2	Re failure to conserve water resources	Independently resolved
3	Re refusal to purchase mining property	No assistance possible
4	Re alleged inadequate compensation for damages	Info/advice given
5	Re curtailed use of snowmobiles	Info/advice given
6	Re St. Lawrence Parks Commission	Info/advice given
7	Re alleged unfair dismissal from employment with the Niagara Parks Commission	Info/advice given
8	Re denial of timber licence	Abandoned
9	Re actions of the Upper Thames River Conservation Authority	Referred
10	Re Conservation Authority	Info/advice given
11	Re extension of a fish sanctuary on to a private fisherman's property	Not supported
12	Re private citizen using Ministry equipment	Info/advice given
13	Re camping facilities in Ontario parks	Referred
14	Re procedure cottager should follow to retain property on Crown land	Referred
15	Re Ministry allegedly charging complainant with illegal possession of game	Referred
16	Re Conservation Authority	Info/advice given

MINISTRY OF REVENUE

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
1	Re levying of succession duty	Abandoned
2	Re Special Investigation Branch of Ministry	Abandoned
3	Re incorrect and inconsistent tax notices	Info/advice given
4	Re alleged wrongful dismissal from Ministry	Info/advice given
5	Re name on tax assessment list	Independently resolved
6	Re Ministry's assessment of a farm	Info/advice given
7	Re land speculation tax	Independently resolved
8	Re increase in sales tax	Info/advice given
9	Re Ministry's failure to notify complainant of past due taxes	Abandoned
10	Re Ministry's assessment of a house	Abandoned
11	Re Ministry's assessment of property	Info/advice given
12	Re failure to submit retail sales tax	Info/advice given
13	Re Ministry's failure to pay complainant's salary	Independently resolved
14	Re request for information concerning assessment procedure	Info/advice given
15	Re application of retail sales tax to certain items	Info/advice given
16	Re menial jobs allotted to two employees of the Ministry	Abandoned
17	Re allegation that complainant's notice of past due taxes was purposely sent to the wrong address	Info/advice given
18	Re alleged unjust dismissal from employment with Ministry	Referred
19	Re retroactive tax on building project	Independently resolved

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
20	Re Ministry's assessment of complainant's property	Abandoned

MINISTRY OF THE SOLICITOR GENERAL

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
1	Re reduction in Ministry employee's pay	Rectified
2	Re <u>The Retail Business Holidays Act</u>	Referred
3	Re denial of private investigator's licence	Abandoned
4	Re coroner's decision not to hold an inquest	Referred

MINISTRY OF TRANSPORTATION AND COMMUNICATIONS

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
1	Re Ministry advertising land owned by complainant at auction	Independently resolved
2	Re Ministry project	Referred
3	Re delay in obtaining entrance permit for trailer park road	Independently resolved
4	Re renewal of driver's licence	Independently resolved
5	Re highway ditch flooding land	Independently resolved
6	Re alleged negligence in lighting highway	Not supported
7	Re inability to secure name of a vehicle owner	Independently resolved
8	Re suspension of driver's licence	No assistance possible
9	Re necessity of medical examination for driver's licence	No assistance possible
10	Re alleged harassment by Motor Vehicle Inspectors	Not supported
11	Re seat belt legislation	Referred
12	Re expropriation of property by Ministry	Info/advice given
13	Re fence built by Ministry in front of property	Abandoned
14	Re construction of highway by-pass	Rectified
15	Re procedures for escorting very wide trailers	Not supported
16	Re amount offered for expropriated land by Ministry	Info/advice given
17	Re <u>Highway Traffic Act</u>	Abandoned
18	Re driving restriction	Not supported
19	Re lack of arrangements for motor-cycle driver education	Info/advice given
20	Re seat belt legislation	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
21	Re seat belt legislation	Referred
22	Re delay in renewal of driver's licence	Independently resolved
23	Re delay in return of driver's licence	Independently resolved
24	Re alleged harassment due to lack of proper licence	Info/advice given
25	Re suspension of driver's licence	Not supported
26	Re sale of licence renewal stickers	Info/advice given
27	Re Ontario Northland Transportation Commission's non-payment of wages	Referred
28	Re Ontario Northland Transportation Commission's medical examinations	Not supported
29	Re failure to mark dangerous channel	Info/advice given
30	Re <u>Highway Traffic Act</u>	Info/advice given
31	Re suspension of driver's licence for failure to pay speeding ticket	Info/advice given
32	Re fee for changing ownership of motorcycle	Referred
33	Re change of name on driver's licence	Rectified
34	Re expropriation of property by Ministry	Referred
35	Re posting of highway signs	Info/advice given
36	Re demerit point system	Info/advice given
37	Re expropriation notice allowing for only minimal compensation for home and property	Info/advice given
38	Re construction of roads through residential property	Info/advice given
39	Re expropriation of property by Ministry	Independently resolved
40	Re widening of road outside complainant's home	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
41	Re revocation of driver's licence	Rectified
42	Re seat belt legislation	Referred
43	Re delay in processing of complainant's application for severance for sale of property by the Ministry	Not supported
44	Re alleged failure to advise complainant that his driver's licence had been suspended	Rectified
45	Re difficulty obtaining application for driver's licence in French	Referred
46	Re delay in processing passenger vehicle permit	Independently resolved
47	Re Ministry's failure to reimburse complainant for expropriated property	Not supported
48	Re denial of restricted driver's licence to complainant	No assistance possible
49	Re request for assistance in obtaining a new driver's licence number	Referred
50	Re delay in processing of application for motorcycle ownership	Independently resolved
51	Re denial of complainant's reapplication for a salesman's and driver's licence by Motor Vehicle Dealer's Branch	Not supported
52	Re <u>Highway Traffic Act</u>	Info/advice given
53	Re Ministry not purchasing complainant's land	Abandoned
54	Re re-routing of highway away from complainant's hotel business	Info/advice given
55	Re Ministry's alleged unjust order for medical examination	Abandoned
56	Re damages to complainant's property due to construction of new road	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
57	Re damages to complainant's property due to construction of new road	Referred
58	Re seat belt legislation	Referred
59	Re agreement for right-of-way	Not supported
60	Re Ontario Telephone Service Commission	Referred
61	Re seat belt legislation	Referred

MINISTRY OF TREASURY, ECONOMICS
AND INTERGOVERNMENTAL AFFAIRS

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
1	Re wrongful dismissal from Ministry	Abandoned
2	Re failure of Ministry to issue receipt	Independently resolved
3	Re alleged unfair business practices by Ministry	Abandoned
4	Re provincial budget	Referred
5	Re provincial budget	Referred

WORKMEN'S COMPENSATION BOARD

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
1	Re non-receipt of benefits	Info/advice given
2	Re denial of benefits	Info/advice given
3	Re benefits awarded	Info/advice given
4	Re request for information concerning <u>The Workmen's Compensation Act</u>	Info/advice given
5	Re disability pension	Abandoned
6	Re physical shortcomings attributed to employment	Referred
7	Re benefits awarded and medical bills	Independently resolved
8	Re non-receipt of benefits	Independently resolved
9	Re denial of benefits	Info/advice given
10	Re amount of benefits	Independently resolved
11	Re benefits awarded	Info/advice given
12	Re benefits awarded	Independently resolved
13	Re allegation that W.C.B. owed an employer money	Info/advice given
14	Re denial of benefits	Info/advice given
15	Re benefits awarded	Info/advice given
16	Re Rehabilitation Centre	Info/advice given
17	Re amount of benefits	Info/advice given
18	Re benefits awarded	Abandoned
19	Re benefits awarded	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
20	Re decision of Pensions and Rehabilitation Department	Info/advice given
21	Re benefits awarded	Info/advice given
22	Re amount of benefits	Info/advice given
23	Re amount of benefits	Info/advice given
24	Re amount of benefits	Rectified
25	Re duration of benefits	Abandoned
26	Re non-receipt of benefits	Info/advice given
27	Re review of claim	Independently resolved
28	Re benefits awarded	Info/advice given
29	Re requirement to remain in hospital	Independently resolved
30	Re disability pension	Info/advice given
31	Re delayed benefits	Info/advice given
32	Re benefits awarded	Info/advice given
33	Re benefits awarded	Info/advice given
34	Re benefits awarded	Info/advice given
35	Re benefits awarded	Info/advice given
36	Re amount of benefits	Info/advice given
37	Re repayment of benefits	Info/advice given
38	Re termination of benefits	Info/advice given
39	Re rehabilitation methods	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
40	Re denial of benefits	Info/advice given
41	Re disability pension	Info/advice given
42	Re denial of benefits	Info/advice given
43	Re non-receipt of benefits	Independently resolved
44	Re benefits awarded	Info/advice given
45	Re amount of benefits	Info/advice given
46	Re denial of benefits	Info/advice given
47	Re denial of benefits	Info/advice given
48	Re denial of benefits	Info/advice given
49	Re denial of benefits	Info/advice given
50	Re denial of benefits	Info/advice given
51	Re non-receipt of benefits	Info/advice given
52	Re disability pension	Info/advice given
53	Re benefits awarded	Info/advice given
54	Re amount of benefits	Info/advice given
55	Re delayed benefits	Info/advice given
56	Re benefits awarded	Independently resolved
57	Re delayed benefits	Not supported
58	Re disability pension	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
59	Re W.C.B. in general	Info/advice given
60	Re reduced benefits	Info/advice given
61	Re benefits awarded	Independently resolved
62	Re termination of benefits	Info/advice given
63	Re disability pension	Info/advice given
64	Re delayed benefits	Info/advice given
65	Re delayed benefits	Independently resolved
66	Re termination of benefits	Info/advice given
67	Re amount of benefits	Info/advice given
68	Re disability pension	Info/advice given
69	Re amount of benefits	Info/advice given
70	Re amount of benefits	Info/advice given
71	Re reduced benefits	Info/advice given
72	Re denial of benefits	Info/advice given
73	Re amount of benefits	Info/advice given
74	Re amount of benefits	Info/advice given
75	Re appeal procedure	Info/advice given
76	Re denial of benefits	No assistance possible
77	Re review of claim	Info/advice given
78	Re recognition of a particular medical condition	Independently resolved

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
79	Re amount of benefits	Info/advice given
80	Re benefits awarded	Info/advice given
81	Re review of claim	Info/advice given
82	Re denial of benefits	Info/advice given
83	Re appeal	Independently resolved
84	Re denial of benefits	Info/advice given
85	Re amount of benefits	Info/advice given
86	Re amount of benefits	Info/advice given
87	Re reduced benefits	Info/advice given
88	Re denial of benefits	Info/advice given
89	Re reduced benefits	Info/advice given
90	Re denial of benefits	Info/advice given
91	Re denial of benefits	Info/advice given
92	Re decision of W.C.B.	Info/advice given
93	Re amount of benefits	Info/advice given
94	Re amount of benefits	Info/advice given
95	Re denial of benefits	Info/advice given
96	Re amount of benefits	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
97	Re reduced benefits	Info/advice given
98	Re benefits awarded	Info/advice given
99	Re benefits awarded and review of claim	Info/advice given
100	Re amount of benefits	Info/advice given
101	Re amount of benefits	Info/advice given
102	Re review of claim	Info/advice given
103	Re amount of benefits	Info/advice given
104	Re denial of benefits	Info/advice given
105	Re non-receipt of benefits	Info/advice given
106	Re denial of benefits	Info/advice given
107	Re actions of W.C.B. doctor	Info/advice given
108	Re hearing date	Info/advice given
109	Re termination of benefits	Info/advice given
110	Re non-recognition of silicosis claim	Info/advice given
111	Re amount of benefits	Info/advice given
112	Re termination of benefits	Info/advice given
113	Re review of claim	Info/advice given
114	Re denial of benefits	Info/advice given
115	Re amendments to <u>The Workmen's Compensation Act</u>	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
116	Re amount of benefits	Rectified
117	Re denial of benefits	Info/advice given
118	Re W.C.B. in general	Abandoned
119	Re denial of benefits	Info/advice given
120	Re benefits awarded	Info/advice given
121	Re denial of benefits	Info/advice given
122	Re denial of benefits	Info/advice given
123	Re denial of benefits	Info/advice given
124	Re denial of benefits	Info/advice given
125	Re reduced benefits	Info/advice given
126	Re non-receipt of benefits	Info/advice given
127	Re denial of benefits	Abandoned
128	Re reduced benefits	Info/advice given
129	Re late cheques	Independently resolved
130	Re non-receipt of benefits	Abandoned
131	Re denial of benefits	Info/advice given
132	Re denial of benefits	Info/advice given
133	Re benefits awarded	Info/advice given
134	Re amount of benefits	Info/advice given
135	Re termination of benefits	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
136	Re rehabilitation program	Abandoned
137	Re late compensation cheques	Rectified
138	Re benefits and cost of living	Info/advice given
139	Re late cheques	Independently resolved
140	Re disability pension	Info/advice given
141	Re amount of benefits	Rectified
142	Re amount of benefits	Rectified
143	Re amount of benefits	Not supported
144	Re appeal procedure	Referred
145	Re benefits awarded	Info/advice given
146	Re benefits awarded	Info/advice given
147	Re benefits awarded	Info/advice given
148	Re benefits awarded	Info/advice given
149	Re benefits awarded	Info/advice given
150	Re benefits awarded	Info/advice given
151	Re benefits awarded	Info/advice given
152	Re benefits awarded	Info/advice given
153	Re denial of benefits	Info/advice given
154	Re benefits awarded	Info/advice given
155	Re denial of benefits	Info/advice given
156	Re benefits awarded	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
157	Re benefits awarded	Info/advice given
158	Re W.C.B. suing complainant	No assistance possible
159	Re benefits awarded	Info/advice given
160	Re benefits awarded	Info/advice given
161	Re denial of benefits	Info/advice given
162	Re benefits awarded	Info/advice given
163	Re alleged discrimination by W.C.B.	Abandoned
164	Re injury sustained while working	Referred
165	Re delayed benefits	Abandoned
166	Re delayed benefits	Abandoned
167	Re amount of benefits	Abandoned
168	Re disability pension	Info/advice given
169	Re delay of hearing before the Appeal Board	Rectified
170	Re benefits awarded	Info/advice given
171	Re benefits awarded	Info/advice given
172	Re benefits awarded	Info/advice given
173	Re late cheques	Rectified
174	Re benefits awarded	Info/advice given
175	Re benefits awarded	Info/advice given
176	Re denial of benefits	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
177	Re benefits awarded	Info/advice given
178	Re termination of benefits	Info/advice given
179	Re claim for pain and suffering	No assistance possible
180	Re delay in response from W.C.B.	Info/advice given
181	Re unsuccessful attempts to learn date of action against W.C.B.	Info/advice given
182	Re delay in request for appeal date	Info/advice given
183	Re denial of benefits	Info/advice given
184	Re benefits awarded	Info/advice given
185	Re monies owed but not yet received from W.C.B.	Independently resolved
186	Re denial of benefits	Info/advice given
187	Re benefits awarded	Info/advice given
188	Re benefits awarded	Info/advice given
189	Re benefits awarded	Info/advice given
190	Re delay in receiving correspondence from W.C.B.	Rectified
191	Re benefits awarded	Info/advice given
192	Re denial of benefits	Info/advice given
193	Re reduced benefits	Info/advice given
194	Re delay in administrative process of W.C.B.	Rectified

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
195	Re alleged discrimination by W.C.B.	Info/advice given
196	Re benefits awarded	Independently resolved
197	Re termination of benefits	Info/advice given
198	Re benefits awarded	Info/advice given
199	Re benefits awarded	Info/advice given
199	Re benefits awarded	Info/advice given
200	Re benefits awarded	Info/advice given
201	Re amount of benefits	Info/advice given
202	Re review of claim	Info/advice given
203	Re benefits awarded	Info/advice given
204	Re alleged W.C.B. payment confusion	Abandoned
205	Re denial of benefits	Info/advice given
206	Re failure to receive satisfaction in dealing with W.C.B.	Info/advice given
207	Re benefits awarded	Independently resolved
208	Re termination of benefits	Info/advice given
209	Re denial of benefits	Info/advice given
210	Re delayed benefits	Abandoned
211	Re delayed benefits	Info/advice given
212	Re benefits awarded	Info/advice given
213	Re benefits awarded	Rectified

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
214	Re request for benefits on behalf of deceased son	Referred
215	Re request for assistance in obtaining a permanent disability pension	Info/advice given
216	Re denial of benefits	Info/advice given
217	Re denial of benefits	Info/advice given
218	Re request for assistance in obtaining a permanent disability pension	Info/advice given
219	Re request for assistance in obtaining a permanent disability pension	Info/advice given
220	Re denial of benefits	Abandoned

FEDERAL

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
1	Re tax ruling	Referred
2	Re federal pension	Info/advice given
3	Re instructions to pay back funds to the Unemployment Insurance Commission	Independently resolved
4	Re unemployment insurance benefits	Referred
5	Re Veterans pension	Referred
6	Re R.C.M.P. surveillance	No assistance possible
7	Re unemployment insurance benefits	Independently resolved
8	Re Saskatchewan Penitentiary	Referred
9	Re limited liability of Post Office	No assistance possible
10	Re unemployment insurance benefits	Referred
11	Re Department of Veterans Affairs	No assistance possible
12	Re recognition of unemployment insurance claim	Rectified
13	Re lack of help from M.P.'s office	Info/advice given
14	Re denial of unemployment insurance benefits	Referred
15	Re War Veterans allowance	Referred
16	Re <u>Unemployment Insurance Act</u>	Referred
17	Re alleged wrongful dismissal of penitentiary guard	Referred
18	Re Unemployment Insurance Commission file	Referred
19	Re National Parole Board	Independently resolved
20	Re failure to obtain an Industrial Bank Loan	Abandoned
21	Re Department of Manpower and Immigration	No assistance possible

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
22	Re federal pension	Referred
23	Re denial of parole	Abandoned
24	Re Veterans pension	Referred
25	Re abuse in penitentiary	Referred
26	Re actions of Customs Officer	Referred
27	Re pass from federal penitentiary	Info/advice given
28	Re federal tax assessment	Referred
29	Re National Parole Board	Info/advice given
30	Re Unemployment Insurance Commission	Referred
31	Re letter from federal minister	Referred
32	Re transfer from Millhaven Penitentiary	No assistance possible
33	Re treatment of son at penitent- iary	Referred
34	Re federal tax assessment	Referred
35	Re denial of federal tax exemption	No assistance possible
36	Re transfer to maximum security penitentiary	Referred
37	Re immigration policy	Referred
38	Re deportation	Referred
39	Re Unemployment Insurance Commission	Referred
40	Re National Parole Board	Rectified
41	Re tampering with mail	Referred
42	Re compensation from federal government	No assistance possible
43	Re tax refund	Referred
44	Re R.C.M.P. investigation	Referred
45	Re federal inmate transfer	Referred
46	Re status under immigration "hold"	Abandoned

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
47	Re Immigration Appeal Board	Info/advice given
48	Re old age pension	Independently resolved
49	Re pardon of criminal record	Referred
50	Re unemployment insurance benefits	Independently resolved
51	Re pass from penitentiary	Referred
52	Re old age security benefits	Info/advice given
53	Re R.C.M.P. investigation	Referred
54	Re unemployment insurance benefits	Referred
55	Re old age pension	No assistance possible
56	Re conditions in penitentiaries	Referred
57	Re Canada Pension Plan	Info/advice given
58	Re Revenue Canada	Referred
59	Re unemployment insurance benefits	Referred
60	Re refusal of federal funding	Referred
61	Re federal benefits program	Independently resolved
62	Re deportation of employee illegally in Canada	Referred
63	Re sponsor for Canadian citizen- ship	Referred
64	Re bar of dower required by <u>Veterans Land Act</u>	Referred
65	Re funeral expenses for old age supplement recipient	Referred
66	Re Post Office withholding benefits cheque	Info/advice given
67	Re actions of the Unemployment Insurance Commission	Info/advice given
68	Re immigration "hold"	Abandoned
69	Re deportation delay	Abandoned
70	Re bargaining rights for Bell Canada	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
71	Re father's parole	Referred
72	Re Unemployment Insurance Commission	Referred
73	Re delay in federal grant	Referred
74	Re penalty under National Parole rules	Referred
75	Re unemployment insurance benefits	Referred
76	Re repayment of unemployment insurance benefits	No assistance possible
77	Re pass from penitentiary	Referred
78	Re landed immigrant status	Referred
79	Re actions of the Unemployment Insurance Commission	Referred
80	Re importation of foreign goods	Referred
81	Re penitentiary inmates	Referred
82	Re financial loss due to postal strike	Referred
83	Re inmate transfer from penitentiary	Referred
84	Re pension	Info/advice given
85	Re old age pension	Independently resolved
86	Re unemployment insurance benefits	Referred
87	Re alleged R.C.M.P. conspiracy	Referred
88	Re Unemployment Insurance Commission	Referred
89	Re deportation order	Referred
90	Re National Parole Board	Referred
91	Re unemployment insurance benefits	Referred
92	Re unemployment insurance benefits	Rectified
93	Re National Parole Board	No assistance possible
94	Re complaint from federal penitentiary	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
95	Re federal pension	Referred
96	Re alleged harrassment by R.C.M.P.	Referred
97	Re income tax on severance pay	Referred
98	Re Canada Pension Plan	Info/advice given
99	Re immigration of family members	No assistance possible
100	Re immigration appeal process	No assistance possible
101	Re deportation order	Referred
102	Re unemployment insurance benefits	Rectified
103	Re Governor General's Horse Guards Band	Referred
104	Re refusal of grant from Canada Manpower Mobility Program	Info/advice given
105	Re contract with Canadian National Railway	No assistance possible
106	Re employment with Canadian Forestry Service	No assistance possible
107	Re unemployment insurance claim	Referred
108	Re National Parole Board	Independently resolved
109	Re Unemployment Insurance Commission and Canada Pension Plan	Info/advice given
110	Re suspension of parole	Referred
111	Re unemployment insurance benefits	Referred
112	Re funding of L.I.P.	No assistance possible
113	Re Unemployment Insurance Commission	Referred
114	Re increase in gasoline price	Abandoned
115	Re income tax assessment	Info/advice given
116	Re National Parole Board	Referred
117	Re employment jeopardized by <u>Official Languages Act</u>	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
118	Re application for pardon	No assistance possible
119	Re cost of living and Anti-inflation Board	No assistance possible
120	Re withdrawal of acceptance of tender by Crown Corporation	Referred
121	Re R.C.M.P.	Referred
122	Re expropriation by Department of Transport	Referred
123	Re National Parole Board	Referred
124	Re National Parole Board	Referred
125	Re Department of Manpower and Immigration	Referred
126	Re Unemployment Insurance Commission	Referred
127	Re unemployment insurance benefits	Referred
128	Re inadequacy of old age pension and Canada Pension Plan	Info/advice given
129	Re unemployment insurance benefits	Rectified
130	Re National Parole Board	Referred
131	Re Canada Student Award Plan	Referred
132	Re unemployment insurance benefits	Referred
133	Re Department of Manpower and Immigration	Referred
134	Re federal welfare	Referred
135	Re National Parole Board	Referred
136	Re War Veterans allowance	Info/advice given
137	Re Central Mortgage and Housing Corporation	Referred
138	Re parole violation	Referred
139	Re Revenue Canada	No assistance possible
140	Re Department of Manpower and Immigration	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
141	Re <u>Income Tax Act</u>	Referred
142	Re application for Canadian Citizenship	Referred
143	Re payment of federal benefit	Referred
144	Re Canadian National Railway pension	Referred
145	Re delay by Unemployment Insurance Commission	Referred
146	Re unemployment insurance benefits	Referred
147	Re treatment by Unemployment Insurance Commission	Referred
148	Re landed immigrant status	Referred
149	Re National Parole Board	Referred
150	Re immigration and National Parole Board	Referred
151	Re delay in deportation	Abandoned
152	Re extradition proceedings	Referred
153	Re Department of Veterans Affairs	Info/advice given
154	Re duty on imported property	Referred
155	Re National Parole Board	Referred
156	Re Department of Manpower and Immigration and Unemployment Insurance Commission	Referred
157	Re overpayment to Unemployment Insurance Commission	Referred
158	Re Unemployment Insurance Commission	Referred
159	Re transfer from penitentiary	Referred
160	Re federal income taxes	Info/advice given
161	Re denial of unemployment insurance benefits	Referred
162	Re denial of unemployment insurance benefits	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
163	Re denial of unemployment insurance benefits	Referred
164	Re discharge from Canadian Armed Forces	No assistance possible
165	Re residency requirements for old age pension	Referred
166	Re unemployment insurance benefits	Referred
167	Re export-import practices	Referred
168	Re slaughter of baby seals	Referred
169	Re federal "first home" grant	Referred
170	Re pension from Department of Veterans Affairs	Referred
171	Re pension assessment	Info/advice given
172	Re federal income tax	Referred
173	Re National Parole Board	Referred
174	Re unemployment insurance benefits	Info/advice given
175	Re Canada Pension benefits	Referred
176	Re National Parole Board	Referred
177	Re immigration "hold"	Abandoned
178	Re handling of money of Indian band	Info/advice given
179	Re compensation	Info/advice given
180	Re unemployment insurance benefits	Info/advice given
181	Re inmate transfer	Referred
182	Re disqualification for Unemployment Insurance Commission benefits	Referred
183	Re <u>Unemployment Insurance Act</u>	Referred
184	Re unemployment insurance contributions	Referred
185	Re Unemployment Insurance Commission	Referred
186	Re National Parole Board	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
187	Re alleged loss of manuscript by Department of Indian Affairs	Referred
188	Re procedure for laying criminal charges	Referred
189	Re denial of parole	Referred
190	Re Revenue Canada	Referred
191	Re unemployment insurance benefits	Referred
192	Re pension benefits	Info/advice given
193	Re National Parole Board	Referred
194	Re pardon of criminal record	Referred
195	Re immigration authorities	Referred
196	Re unemployment insurance benefits	Referred
197	Re treatment at penitentiary	Referred
198	Re Canada Post Office	Referred
199	Re pension from Department of Veterans Affairs	Info/advice given
200	Re cost of telephone service for Olympic Lottery	Referred
201	Re inmate at federal penitentiary	Referred
202	Re unemployment insurance benefits	Referred
203	Re aid from Department of Veterans Affairs	Referred
204	Re L.I.P. project	Info/advice given
205	Re food labelling and packaging	Info/advice given
206	Re Department of Veterans Affairs	Referred
207	Re old age pension	Referred
208	Re Bell Canada not supplying private line	Info/advice given
209	Re revocation of National Parole	Referred
210	Re denial of unemployment insurance benefits	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
211	Re denial of unemployment insurance benefits	Referred
212	Re landed immigrant status	Referred
213	Re gaining refugee status	Referred
214	Re denial of unemployment insurance benefits	Referred
215	Re delay in issuing federal certificate	Info/advice given
216	Re inefficiency of federal organization	Referred
217	Re Canada Post Office	Referred
218	Re income tax assessment and unemployment insurance benefits	Info/advice given
219	Re alleged negligence of penitentiary administration	Referred
220	Re unemployment insurance benefits	Referred
221	Re ineligibility for old age pension	Info/advice given
222	Re federal pension	Referred
223	Re unemployment insurance benefits	Info/advice given
224	Re immigration papers	Info/advice given
225	Re unemployment insurance benefits	Info/advice given
226	Re old age pension	Info/advice given
227	Re old age pension	Referred
228	Re guaranteed income benefits	Referred
229	Re federal income tax assessment	Referred
230	Re Canada Farm Labour Pool	Referred
231	Re federal health benefits	Referred
232	Re transfer from penitentiary	Independently resolved
233	Re unemployment insurance benefits	Referred
234	Re transfer to penitentiary	Info/advice given
235	Re conduct of R.C.M.P.	Abandoned

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
236	Re delay in parole application	Info/advice given
237	Re safety of penitentiary transfer	Info/advice given
238	Re income tax	Referred
239	Re Department of Manpower and Immigration	Referred
240	Re alleged discrimination in Post Office	Referred
241	Re unemployment insurance benefits	Independently resolved
242	Re pension of veteran's widow	Referred
243	Re unemployment insurance benefits	Referred
244	Re delay in receiving superannuation benefits	Rectified
245	Re problems at penitentiary	Referred
246	Re Unemployment Insurance Commission	Info/advice given
247	Re Canada Pension Plan	Info/advice given
248	Re Department of Indian Affairs	Info/advice given
249	Re parole suspension	Referred
250	Re Canada Pension Plan	Info/advice given
251	Re immigration	Referred
252	Re superannuation credits	Independently resolved
253	Re unemployment insurance benefits	Info/advice given
254	Re Department of Manpower and Immigration	Referred
255	Re unemployment insurance benefits	Independently resolved
256	Re alleged shock treatments and wiretapping by R.C.M.P.	Info/advice given
257	Re lending institutions	Info/advice given
258	Re Unemployment Insurance Commission	Referred
259	Re money seized by Department of Health and Welfare	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
260	Re Unemployment Insurance Commission	Info/advice given
261	Re <u>Veterans Land Act</u>	Info/advice given
262	Re pending gun control legislation	Referred
263	Re loss of health benefits	Referred
264	Re denial of unemployment insurance benefits	Info/advice given
265	Re Department of External Affairs	Info/advice given
266	Re mail strike	Referred
267	Re unemployment insurance benefits	Referred
268	Re Bell Canada	Referred
269	Re income tax	Info/advice given
270	Re Revenue Canada	Info/advice given
271	Re C.B.C. program "Market Place"	Referred
272	Re Canadian National Railway	Referred
273	Re Revenue Canada	Referred
274	Re Revenue Canada	Info/advice given
275	Re alleged theft of cheques from Revenue Canada	Info/advice given
276	Re collection of information by government	Referred
277	Re unsuccessful attempts to bring relatives to Canada	Info/advice given
278	Re discourtesy of Taxation Bureau	Abandoned
279	Re pardon of criminal record	Referred
280	Re Air Canada	Info/advice given
281	Re tax return	Info/advice given
282	Re denial of unemployment insurance benefits	Independently resolved
283	Re denial of pension benefits	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
284	Re mail rates	Referred
285	Re Excise Tax	Info/advice given
286	Re Department of Health and Welfare	Referred
287	Re number of lawyers of M.P.'s	Info/advice given
288	Re abolition of capital punishment	Info/advice given
289	Re termination of employment with Department of Manpower and Immigration	Info/advice given
290	Re veterans' hospital	Referred
291	Re alleged R.C.M.P. conspiracy	Referred
292	Re unemployment insurance benefits	Referred
293	Re Post Office	Referred
294	Re Canada Pension Plan payments	Info/advice given
295	Re radio and television	Referred
296	Re federal government restraints	Referred
297	Re dismissal from federal employment	Referred
298	Re parole	Referred
299	Re denial of extension of deportation order	Referred
300	Re unemployment insurance over-payments	Info/advice given
301	Re alleged unjust deportation	Referred
302	Re Unemployment Insurance Commission appeal procedures	Info/advice given
303	Re abortion laws	Referred
304	Re deportation	Referred
305	Re inmate's denial of right to see son	Independently resolved

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
306	Re denial of unemployment insurance benefits	Info/advice given
307	Re denial of unemployment insurance benefits	Referred
308	Re Canada Pension Plan	Info/advice given
309	Re tax	Info/advice given
310	Re Department of Manpower and Immigration	Independently resolved
311	Re Revenue Canada	Referred
312	Re Revenue Canada	Independently resolved
313	Re Department of Veterans Affairs	Referred
314	Re bilingualism in federal Civil Service	Referred
315	Re Post Office	No assistance possible
316	Re Armed Forces pension cheques	Referred
317	Re delay with Department of Public Works	Referred
318	Re refusal of patent for product invention	Info/advice given
319	Re cancellation of cottagers' 99-year lease	Referred
320	Re deportation of inmate	Info/advice given
321	Re treatment by immigration officers	Referred
322	Re Department of Manpower and Immigration	Referred
323	Re Department of Manpower and Immigration	Info/advice given
324	Re Department of National Defence	Info/advice given
325	Re unemployment insurance benefits	Referred
326	Re drinking drivers	No assistance possible
327	Re abortion laws	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
328	Re denial of unemployment insurance benefits	Rectified
329	Re Unemployment Insurance Commission	Referred
330	Re dismissal from Post Office	Info/advice given
331	Re alleged discrimination by the Department of Public Works	Referred
332	Re superannuation	Referred
333	Re denial of unemployment insurance benefits	Referred
334	Re <u>War Veterans Allowance Act</u>	No assistance possible
335	Re Canadian Development Corporation	Referred
336	Re National Parole Board	Referred
337	Re collection of over-payment by federal treasury	No assistance possible
338	Re unemployment insurance deductions	Referred
339	Re unemployment insurance benefits	No assistance possible
340	Re transfer of inmate from medium security penitentiary	Referred
341	Re National Parole Board	Referred
342	Re Federal Civil Service Commission	Referred
343	Re Unemployment Insurance Commission delay	Rectified
344	Re pardon of criminal record	Info/advice given
345	Re delay in processing National Parole application	Info/advice given
346	Re National Research Council	Referred
347	Re Department of Labour	Referred
348	Re employment difficulty with Post Office	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
349	Re taxation of pension	Abandoned
350	Re Bell Canada	Independently resolved
351	Re compensation from Bell Canada	Referred
352	Re Bell Canada's service	Info/advice given

JUDGES/COURTS

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
1	Re dismissal of case	No assistance possible
2	Re judicial review of school closing	No assistance possible
3	Re court proceedings	No assistance possible
4	Re court decision concerning property matter	Referred
5	Re alleged unjust conviction	Abandoned
6	Re child custody decision	Referred
7	Re delay of court case	Referred
8	Re conviction for destroying property	Referred
9	Re court decision	Referred
10	Re court decision	Referred
11	Re funds held in trust by Supreme Court of Ontario	Referred
12	Re harassment by judges	Referred
13	Re court decision	Referred
14	Re custody of children	Abandoned
15	Re sentence imposed	Referred
16	Re interpretation of court order	Info/advice given
17	Re Family Court procedure	Referred
18	Re alleged unfair judge's decision	Info/advice given
19	Re conviction	Referred
20	Re decision of Ontario Court of Appeal	Info/advice given
21	Re sentence imposed	No assistance possible
22	Re court decision	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
23	Re request for new trial	No assistance possible
24	Re lien on property pending trial	Info/advice given
25	Re sentence imposed	Info/advice given
26	Re Master of Supreme Court	Referred
27	Re denial of bail	Info/advice given
28	Re court decision	No assistance possible
29	Re compensation for expenses after successfully defended traffic violation charge	Info/advice given
30	Re custody award in husband's favour	No assistance possible
31	Re appeal from court decision	Referred
32	Re court decision	Referred
33	Re alleged unfair trial	Abandoned
34	Re court order	Referred
35	Re divorce proceeding	Info/advice given
36	Re divorce proceeding	Info/advice given
37	Re appeal from court decision	Info/advice given
38	Re title to land	Info/advice given
39	Re family court decision	Info/advice given
40	Re sentence imposed	Referred
41	Re court decision	Info/advice given
42	Re custody of son	No assistance possible
43	Re courts in general	Referred
44	Re divorce proceedings	No assistance possible
45	Re criminal trial	No assistance possible
46	Re summons for traffic violation	Referred
47	Re system of justice	No assistance possible

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
48	Re error in court record resulting in increased insurance rates	Independently resolved
49	Re court decision	Info/advice given
50	Re inability to pay fine imposed	Referred
51	Re traffic fine	No assistance possible
52	Re traffic fine	No assistance possible
53	Re divorce proceedings	Info/advice given
54	Re court decision	No assistance possible
55	Re traffic conviction	Referred
56	Re conviction	No assistance possible
57	Re alleged unjust conviction	Referred
58	Re court decision	Info/advice given
59	Re conviction for conspiracy to traffic in heroin	Info/advice given
60	Re handling of rape victims by court	Referred
61	Re court decision	Referred
62	Re delay in outstanding criminal charges	Referred
63	Re guilty plea	Abandoned
64	Re bail application	Referred
65	Re sentence imposed	Info/advice given
66	Re court decision	Referred
67	Re sentence imposed	Referred
68	Re trial of criminal charges	Referred
69	Re traffic fine	Referred
70	Re court decisions	Referred
71	Re conviction	Referred
72	Re reduction of sentence	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
73	Re alleged false charges	Independently resolved
74	Re court decision in foreclosure proceedings	No assistance possible
75	Re traffic conviction	Info/advice given
76	Re court decision	Referred
77	Re sentence imposed	Referred
78	Re court decision	Referred
79	Re court decision	Info/advice given
80	Re court decision	Referred
81	Re court decision	Info/advice given
82	Re alleged discrimination by judge	Referred
83	Re transcript of court hearing	Referred
84	Re condition of courthouse	Abandoned
85	Re assault charge	Info/advice given
86	Re Family Court decision	Referred
87	Re court procedures	Info/advice given
88	Re trial and conviction	Referred
89	Re Provincial Court decision	Referred
90	Re alleged prejudice of Justice of the Peace	Referred
91	Re court decision concerning land ownership	Referred
92	Re Small Claims Court	Info/advice given
93	Re appeal of conviction	Info/advice given
94	Re prohibition order	Referred
95	Re Supreme Court justice	Referred
96	Re impaired driving conviction	Info/advice given
97	Re Provincial Court order	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
98	Re civil action	Referred
99	Re pending trial and bail hearing	Info/advice given
100	Re writ of execution	Referred
101	Re default judgment	Info/advice given
102	Re court decision	Referred
103	Re court decision	Referred
104	Re court conviction	Referred
105	Re unsuccessful law suit	Referred
106	Re courts	Referred
107	Re court and judge	Referred
108	Re fine for driving while licence suspended	Referred
109	Re suspension of driver's licence	Referred
110	Re request for jury trial	No assistance possible
111	Re jury system	Referred
112	Re bankruptcy action	No assistance possible
113	Re court decision	Referred
114	Re sentence imposed	Info/advice given
115	Re alleged dishonest practices in local courthouse	Referred
116	Re conduct of judge	Referred
117	Re appeal procedure	Info/advice given
118	Re difficulties in Family Court	Referred
119	Re conduct of judge	Referred
120	Re court decision	Referred
121	Re custody action	Referred
122	Re bail application	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
123	Re sentence imposed	Info/advice given
124	Re conviction	Info/advice given
125	Re conviction	Referred
126	Re alleged offensive comment by judge concerning nationality of accused	Referred
127	Re alleged wrongful conviction	Info/advice given
128	Re child support payments	Referred
129	Re court delays	Referred
130	Re conviction	Referred
131	Re court decision	Info/advice given
132	Re court decision	Info/advice given
133	Re appeal from court decision	Info/advice given
134	Re procedure in Ontario courts	Info/advice given
135	Re trial and sentence	Referred
136	Re judge's conduct	Referred
137	Re denial of bail	Info/advice given
138	Re conviction on appeal	Referred
139	Re court's seizure of property	Referred
140	Re release after bail hearing	Referred
141	Re court ruling in divorce case	Referred
142	Re court's treatment of landowners	Referred
143	Re sentence imposed	Info/advice given
144	Re decision of court	Info/advice given
145	Re sentencing procedures	Info/advice given
146	Re conviction	Info/advice given
147	Re conviction	Referred
148	Re court records of trial	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
149	Re trial delay	Referred
150	Re conviction for assault causing bodily harm	Referred
151	Re judge's decision	Referred
152	Re unfair conviction for common assault and possession of a dangerous weapon	Referred
153	Re conviction for indecent assault	Referred
154	Re dismissal of case	Info/advice given
155	Re Small Claims Court	Referred
156	Re denial of bail	Referred
157	Re Small Claim Court decision	Referred
158	Re request for Ombudsman's assistance before the courts	Info/advice given
159	Re judge's conduct	Referred
160	Re assistance at trial	Referred
161	Re sentence imposed	Referred
162	Re outcome of Small Claims Court proceedings	Info/advice given
163	Re court not notifying complainant of garnishee action brought against him	Referred
164	Re outcome of Supreme Court case	Referred
165	Re outcome of court proceedings	Info/advice given
166	Re complainant's bail hearing	Referred
167	Re alleged wrongful conviction for traffic violation	Info/advice given
168	Re court decision	Info/advice given
169	Re judgment of Small Claims Court	Info/advice given
170	Re amount of judgment	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
171	Re court's imposition of sentence and recommendation for parole	Info/advice given
172	Re appeal procedures against judge's order	Info/advice given
173	Re error made on record not corrected by judge	Info/advice given
174	Re suspension of driver's licence	No assistance possible
175	Re delay in court decision	Info/advice given
176	Re trial procedure in criminal case	Referred
177	Re trial of accused	Referred
178	Re conviction	Referred
179	Re judge's comments during trial	Referred
180	Re alleged unfair trial due to lengthy criminal record	Info/advice given
181	Re compensation granted in civil action	Abandoned
182	Re traffic conviction	Referred
183	Re alleged wrongful conviction of crime	Referred
184	Re family court order	Referred
185	Re dismissal of action by court	Referred
186	Re judge's conduct	Info/advice given
187	Re unsuccessful appeal proceedings	Referred
188	Re family court hearing	Referred
189	Re divorce proceedings	Info/advice given
190	Re court decision	Info/advice given
191	Re request for assistance in determining the date of inmate's appeal	Independently resolved
192	Re request for assistance in setting trial date	Info/advice given
193	Re outcome of court action	Referred
194	Re delay in court proceedings	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
195	Re time lapse between conviction and appeal proceedings	Referred
196	Re Provincial Court judge remanding accused in custody	Info/advice given
197	Re unjust conviction	Info/advice given
198	Re judge denying complainant custody of children	Info/advice given
199	Re delay in court action	Info/advice given
200	Re conviction for arson	Info/advice given
201	Re outcome of court action	Referred
202	Re procedure at criminal trial	Referred
203	Re court procedure	No assistance possible
204	Re delay in appeal	Referred
205	Re Provincial Court	Info/advice given
206	Re court's dismissal of criminal charges	Info/advice given
207	Re court order	Referred
208	Re appeal procedures	No assistance possible
209	Re appeal of court's decision	Info/advice given
210	Re maintenance payments ordered by court	No assistance possible
211	Re delay in sentence appeal	No assistance possible
212	Re disposition of civil case	Referred
213	Re court order	Referred
214	Re outcome of trial	Referred
215	Re court decision	Referred
216	Re court decision	Referred
217	Re appeal	Referred
218	Re sentence imposed	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
219	Re sentence imposed	Referred
220	Re amount of judgment widow received after husband was killed	Info/advice given
221	Re request for review of court decision	Referred
222	Re dismissal of fraud charges	No assistance possible
223	Re visitation rights granted by court	Referred
224	Re parking violation	Info/advice given
225	Re request to have assault charge withdrawn	Referred
226	Re local Justice of the Peace	Abandoned
227	Re fraud charges	Info/advice given
228	Re opposition to court order	Referred
229	Re criminal procedure	Abandoned
230	Re conviction for armed robbery	No assistance possible
231	Re delay in sentencing of inmate	Independently resolved
232	Re frustrations experienced by complainant in attempting to bring party to court	Referred
233	Re outcome of trial involving complainant	Referred
234	Re denial of bail to inmate	Referred
235	Re conduct of trial	Referred
236	Re request for early court appearance for inmate	No assistance possible
237	Re denial of land severance by court	No assistance possible
238	Re delay in court decision	No assistance possible
239	Re conviction	Referred
240	Re court decision	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
241	Re trial delay	Rectified
242	Re inmate complaint about court system	Referred
243	Re change of venue of trial	Referred
244	Re delay of trial	No assistance possible
245	Re court decision in a property dispute	Referred
246	Re custody of children	Referred
247	Re court decision	Referred
248	Re sentence imposed	Referred
249	Re child custody decision	Info/advice given
250	Re divorce proceedings	Info/advice given
251	Re child custody decision	Info/advice given
252	Re appeal	Referred
253	Re civil litigation procedure	Referred
254	Re divorce proceedings	Info/advice given
255	Re appeal	Referred
256	Re validity of summons	Referred
257	Re divorce proceedings	Referred
258	Re divorce proceedings	Referred
259	Re child custody decision	Referred
260	Re divorce proceeding	Referred
261	Re court decision	Info/advice given
262	Re child custody decision	Info/advice given
263	Re child custody decision	Info/advice given
264	Re divorce proceedings	Referred

LOCAL AUTHORITIES

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
1	Re demotion and transfer by local Board of Education	Info/advice given
2	Re compensation for land expropriated by municipality	Referred
3	Re zoning by-laws	Referred
4	Re land severance	Referred
5	Re municipal taxes	Info/advice given
6	Re actions of a reeve of a municipality	Independently resolved
7	Re expropriation of land for a sewer system	Info/advice given
8	Re zoning by-laws	Info/advice given
9	Re township extension of road	Info/advice given
10	Re denial of land severance	Referred
11	Re necessity of severance for sale of land	Referred
12	Re zoning by-laws	Referred
13	Re condominium registration	Referred
14	Re municipal taxes	Referred
15	Re restrictions on proposed building site	Referred
16	Re municipal by-law	Referred
17	Re municipal zoning	Info/advice given
18	Re proposed landfill site	Referred
19	Re municipal rezoning	No assistance possible
20	Re land severance	Abandoned
21	Re difficulty obtaining a building permit	Independently resolved
22	Re problem concerning local by-laws	Independently resolved

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
23	Re lack of notice for adjacent construction	No assistance possible
24	Re municipal by-law	Referred
25	Re future highway land "frozen"	Info/advice given
26	Re installation of a holding tank	Independently resolved
27	Re expropriation compensation	Info/advice given
28	Re land severance	No assistance possible
29	Re reading of hydro meter	Info/advice given
30	Re closing of local high school	No assistance possible
31	Re expropriation by municipality	Info/advice given
32	Re municipal tax department	Info/advice given
33	Re Board of Education	Info/advice given
34	Re closing of school	Referred
35	Re proposed rezoning	Independently resolved
36	Re land use by municipality	Info/advice given
37	Re zoning by-laws	Abandoned
38	Re land severance	No assistance possible
39	Re municipal taxes	Referred
40	Re municipal taxes	Referred
41	Re local planning board	Independently resolved
42	Re collection of back municipal taxes	Independently resolved
43	Re construction of hotel in residential area	Referred
44	Re municipal taxes	Referred
45	Re by-law allegedly responsible for husband's loss of job	Referred
46	Re zoning by-law	Referred
47	Re building permit	Abandoned
48	Re sidewalk construction	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
49	Re municipal taxes	Info/advice given
50	Re municipal by-law	Referred
51	Re municipal by-law hearing	Info/advice given
52	Re township's right to trespass	Info/advice given
53	Re Department of Parks and Recreation	Info/advice given
54	Re damage to house caused by highway construction	Referred
55	Re municipal by-law	Referred
56	Re municipal services not being provided	Info/advice given
57	Re municipality's refusal to provide access to property	Referred
58	Re zoning by-laws	Info/advice given
59	Re alleged unjust dismissal from Board of Education	Info/advice given
60	Re legal advice concerning alleged municipal negligence	Abandoned
61	Re Public Utilities Commission account	No assistance possible
62	Re municipal employment	No assistance possible
63	Re damage caused by municipal works project	Referred
64	Re municipal taxes	Referred
65	Re expropriation by municipality	Info/advice given
66	Re proposed zoning by-law	Info/advice given
67	Re road repairs	Referred
68	Re city by-law	Referred
69	Re wording of municipal enumeration notice	Info/advice given
70	Re local hydro	Referred
71	Re municipality's pension plan	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
72	Re dismissal from municipal employment due to criminal record	Info/advice given
73	Re inadequate school bus service	Independently resolved
74	Re expropriation by municipality	Info/advice given
75	Re municipal taxes	Referred
76	Re municipal real estate regulations	Info/advice given
77	Re pension for regional police force	Referred
78	Re municipal services	Referred
79	Re facilities at municipal offices	Referred
80	Re damage settlement with municipality	Referred
81	Re land severance	Referred
82	Re municipal employee's pay reduction after illness	Info/advice given
83	Re municipality's failure to reimburse complainant for property damage	Referred
84	Re failure to provide school crossing guard	Referred
85	Re land severance	Info/advice given
86	Re dismissal from employment with municipality	Referred
87	Re municipality closing access to lake	Referred
88	Re actions of municipal auctioneer	Referred
89	Re expropriation by municipality	Referred
90	Re fire department's hiring practices	Info/advice given
91	Re damage caused by installation of sewer	Referred
92	Re alleged negligence by city	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
93	Re township taxing land on which county built road	Referred
94	Re request for "costs" in abandoned traffic prosecutions	Referred
95	Re failure to maintain roadway	Info/advice given
96	Re Board of Education's fence construction	Referred
97	Re expropriation	Referred
98	Re municipal tax assessment	No assistance possible
99	Re municipal access road	Info/advice given
100	Re zoning by-law	No assistance possible
101	Re review of building permit by municipality	Referred
102	Re building permit	Info/advice given
103	Re compensation for property damage	Info/advice given
104	Re municipal planning board	Referred
105	Re municipal property taxes	No assistance possible
106	Re zoning by-laws	Info/advice given
107	Re building code	Info/advice given
108	Re dismissal of janitor by Board of Education	Info/advice given
109	Re municipal road allowance	Info/advice given
110	Re purchasing procedure of library board	Abandoned
111	Re construction of road on complainant's property	Referred
112	Re township services	Referred
113	Re municipal rezoning	Referred
114	Re trespassing by municipality	Referred
115	Re refusal of building permit by town planner	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
116	Re change of street address	Referred
117	Re land severance	Referred
118	Re alleged incompetence of fire department	Referred
119	Re land severance	Referred
120	Re municipal transportation company	Info/advice given
121	Re municipal council	Referred
122	Re municipal land use	Referred
123	Re sale price of a school	Info/advice given
124	Re municipal council	Referred
125	Re expropriation by municipality	Info/advice given
126	Re municipal council	Info/advice given
127	Re expropriation by municipality	No assistance possible
128	Re road classification	Info/advice given
129	Re accident compensation from local transit commission	Referred
130	Re failure of municipality to comply with by-law	Referred
131	Re land severance	No assistance possible
132	Re refusal of building permits	Referred
133	Re municipal council	Info/advice given
134	Re municipal inspection order	No assistance possible
135	Re compensation from municipality for damaged goods	Referred
136	Re land severance	Referred
137	Re municipal zoning	Info/advice given
138	Re education tax levied on cottage owner	Info/advice given
139	Re by-law violation	Referred
140	Re town council	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
141	Re property rights dispute	Info/advice given
142	Re property rights dispute	Info/advice given
143	Re municipal taxes	Referred
144	Re expropriation by municipality	Referred
145	Re municipal taxes	Referred
146	Re conduct of animal control officer	No assistance possible
147	Re property taxes	No assistance possible
148	Re property damaged by municipality	Info/advice given
149	Re freeze on building permits	Referred
150	Re zoning and building by-laws	Referred
151	Re municipal control of land use	Referred
152	Re flooding of land	Info/advice given
153	Re damage caused by sewer	Info/advice given
154	Re use of land by municipality	Abandoned
155	Re municipal government in general	Info/advice given
156	Re flooded basement	Referred
157	Re municipal taxes	Referred
158	Re public utilities bill	Referred
159	Re assessment of property	Referred
160	Re "raised road level" on property	Info/advice given
161	Re admission to school outside municipality	Info/advice given
162	Re expropriation by municipality	No assistance possible
163	Re municipal taxes	Referred
164	Re failure of regional municipality to honour commitments of former township	No assistance possible
165	Re local school for blind children	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
166	Re alleged forced resignation of public librarian	Referred
167	Re flooding caused by construction of subdivision	Referred
168	Re refusal to repair sewer or compensate for damage	Info/advice given
169	Re bus route	Referred
170	Re taxi licences	Referred
171	Re poor repair of cottage road	Info/advice given
172	Re failure to enforce building regulation	Referred
173	Re fire department	Info/advice given
174	Re non-approval of septic tank	Info/advice given
175	Re non-enforcement of zoning by-laws	Referred
176	Re land severance	No assistance possible
177	Re land severance	No assistance possible
178	Re counsellor for social services	Referred
179	Re local separate school board	Independently resolved
180	Re classification of landholders as owners	Referred
181	Re local separate school board	Info/advice given
182	Re actions of Board of Education	Info/advice given
183	Re road construction	Referred
184	Re municipal improvements	Referred
185	Re neighbour's land use	Referred
186	Re neighbour's land use	Referred
187	Re condemned property	Info/advice given
188	Re municipal tax assessment and appeal procedures	Info/advice given
189	Re inability to obtain building permit	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
190	Re local school board	Referred
191	Re traffic control at shopping plazas	Info/advice given
192	Re school board's lease on house	Info/advice given
193	Re tax for drainage system	Referred
194	Re settlement between municipality and complainant	Referred
195	Re delay in fence and road construction	Referred
196	Re pension from municipality	Referred
197	Re difficulty in obtaining desired zoning	Info/advice given
198	Re request for assistance to place culvert on property	Referred
199	Re property tax assessment	Referred
200	Re municipal tax assessment for mobile home park	Info/advice given
201	Re dangerous intersection	Referred
202	Re tax assessment of a nursery school	Info/advice given
203	Re cost of installing a drainage system	Info/advice given
204	Re public school taxation of private school supporter	Referred
205	Re municipal tax assessment	Info/advice given
206	Re regional decision	Info/advice given
207	Re township's action	Info/advice given
208	Re refusal to remove property tax	Info/advice given
209	Re municipal council decision	Info/advice given
210	Re municipality's sale of property	Info/advice given
211	Re alleged unfair dismissal from position as bus driver for city transit commission	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
212	Re complaint against city	Info/advice given
213	Re municipality's refusal to erect a fence	Referred
214	Re municipality's refusal to effect repairs on private property	Info/advice given
215	Re land severance	Info/advice given
216	Re zoning by-law	Abandoned
217	Re limited number of street signs in complainant's residential area	Referred
218	Re payment of fee to township	Referred
219	Re assessment of property	Referred
220	Re alleged dismissal from regional social services due to racial discrimination	Referred
221	Re auctioning of private road by township	Info/advice given
222	Re sale of private property to municipality	Rectified
223	Re land severance	Referred
224	Re inadequate compensation for property by Regional Conservation Authority	Referred
225	Re denial of permission to build by Niagara Escarpment Commission	Independently resolved
226	Re rejection of proposal made by complainant	Referred
227	Re municipal property taxation	Info/advice given
228	Re voting and motion procedures in town	Referred
229	Re neighbour making topographical changes to property	Referred
230	Re tax bill for demolition services	Info/advice given
231	Re inability to gain employment due to past work reference from municipal employer	Discontinued

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
232	Re township's failure to validate order respecting complainant's lands	Info/advice given
233	Re town council's lack of assistance in securing funds for needy family	Info/advice given
234	Re loss of employment	Abandoned
235	Re town council	Referred
236	Re non-enforcement of building by-law	Info/advice given
237	Re sewage installation	Info/advice given
238	Re Metro Licencing Commission's suspension of taxi driver's licence	Referred
239	Re error made by township in property deed	Referred
240	Re request for investigation of sewage system	Referred
241	Re rent at non-profit housing corporation	Info/advice given
242	Re assessment of education tax	Info/advice given
243	Re noise in town	Referred
244	Re zoning by-law	Referred
245	Re acts of Municipal Council members	Info/advice given
246	Re discrimination by Planning Board	Referred
247	Re damage created by sewage problem	Referred
248	Re regional municipality's hiring practices	Info/advice given
249	Re municipal taxes	Referred
250	Re exclusion of children from certain apartment buildings	Referred
251	Re town's negligence in constructing sewer system	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
252	Re city unjustly cutting off water supply to complainant's home	Info/advice given
253	Re delay in the processing of application for land severance	Independently resolved
254	Re town denying the registration of land for subdivision	Info/advice given
255	Re costs involved in application for severance of property	No assistance possible
256	Re problem of flooding in township	Info/advice given
257	Re actions of municipality	Info/advice given
258	Re denial of city services	Info/advice given
259	Re township's failure to enforce penalty clause against contractor	Info/advice given
260	Re actions of Municipal Board	Referred
261	Re increase in complainant's property taxes	Referred
262	Re municipal tax arrears	Referred
263	Re municipal tax arrears	Referred
264	Re availability of school bus service	Info/advice given
265	Re snow cleaning operations	Referred
266	Re closing off of a right-of-way previously open to complainant	Referred
267	Re decision made by Regional Conservation Authority	Info/advice given
268	Re standard of education received by public school children	Info/advice given
269	Re municipal taxes	Referred
270	Re rent being charged residents of mobile home owned by town	No assistance possible
271	Re township's purchase of house	Referred
272	Re zoning by-law	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
273	Re municipality requiring complainant to pay for water main	Referred
274	Re decision of town council	Referred
275	Re request for compensation from municipality	Referred
276	Re increase in licence fees	Info/advice given
277	Re township disallowing complainant to sell part of his property	Referred
278	Re township not consulting residents regarding increase in proposed cost of drainage system	Referred
279	Re City Council	Info/advice given
280	Re town's cut back on loans previously promised to farmer for tile drainage system	Info/advice given
281	Re land severance	Info/advice given
282	Re decisions made by local officials concerning a new arena	Referred
283	Re township for not recognizing surveyor's error	Referred
284	Re increases in city transit commission fares	Referred
285	Re complainant's dismissal from employment with city	Referred
286	Re city's installation of faulty storm sewer	Referred
287	Re refusal of building permit	Info/advice given
288	Re town allegedly circumventing a decision made by the Ontario Municipal Board	Referred
289	Re township clerk allegedly giving false evidence at a trial involving complainant	Referred
290	Re town not compensating mink rancher for loss suffered due to amendment of by-law	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
291	Re land severance	Referred
292	Re city's installation of sewer system	Referred
293	Re land severance	Referred
294	Re township not consulting residents regarding increase in proposed cost of drainage system	Referred
295	Re health inspector's delay in services required by complainant	Referred
296	Re inadequacy of storm sewers	Referred
297	Re land surveyors' delay of services	No assistance possible
298	Re city's expropriation of residential properties for industrial use	Referred
299	Re enforcement of by-law	Referred
300	Re township causing damages to complainant's property from the emptying of a septic tank	Referred
301	Re sewage backup	Referred
302	Re detrimental effects of widened roadway	Referred
303	Re alleged unjust bill charged to complainant	Referred
304	Re township's construction of a dike through complainant's property	Referred
305	Re land severance	Info/advice given
306	Re tax assessment of business by municipality	Info/advice given
307	Re township's denial of use of laneway	Referred
308	Re town council's refusal of permission to set up mobile home	Referred
309	Re zoning by-law	Referred
310	Re wild dogs and the resultant danger to livestock and deer	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
311	Re lack of compensation from municipal dog catcher for 12 rabbits killed by wild dogs	Referred
312	Re building by-law	Info/advice given
313	Re proposed mining operations	Referred
314	Re municipality's maintenance of a walkway adjacent to complainant's property	Referred
315	Re municipality's maintenance of a road	Referred
316	Re township not compensating complainant after disrupting his property's water supply	Referred
317	Re local hydro account	Info/advice given
318	Re land severance	Referred
319	Re faulty hydro transformers	No assistance possible
320	Re request for removal of hydro pole from complainant's property	Info/advice given
321	Re county council's proposed waste disposal site	Referred
322	Re work orders issued against complainant's property	Info/advice given
323	Re Board of Education	Referred
324	Re Board of Education	Referred
325	Re poor water drainage	Independently resolved
326	Re son's expulsion from school	No assistance possible
327	Re power supplied to home	Referred

POLICE

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
1	Re alleged false imprisonment	Referred
2	Re conduct of policeman	Referred
3	Re arrest without warrant	Referred
4	Re police treatment	Info/advice given
5	Re police request that victim pay transportation costs of accused	Info/advice given
6	Re City Police Department	No assistance possible
7	Re application to join a police force	Info/advice given
8	Re police action against neighbour	Rectified
9	Re alleged police assault in 1962	No assistance possible
10	Re allegedly assaulted when arrested	Referred
11	Re delayed issuance of warrant	Referred
12	Re procedure for complaints against police	Referred
13	Re alleged police harassment	Abandoned
14	Re alleged police harassment	Abandoned
15	Re alleged police harassment	Referred
16	Re breathalyzer test procedure	Referred
17	Re O.P.P. investigation	Referred
18	Re alleged police assault	Referred
19	Re police treatment	No assistance possible
20	Re City Police Department	Referred
21	Re local police	Referred
22	Re criminal charges	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
23	Re criminal charges and police treatment	Independently resolved
24	Re alleged attack by City police	Info/advice given
25	Re allegation police damaged apartment	Referred
26	Re alleged increase in police brutality	No assistance possible
27	Re disclosure of criminal record to insurance company	Rectified
28	Re alleged police assault	Info/advice given
29	Re alleged police assault	Info/advice given
30	Re police's confiscation of property	Referred
31	Re alleged O.P.P. discrimination	Referred
32	Re alleged O.P.P. harassment	Info/advice given
33	Re conduct of O.P.P. officers	Independently resolved
34	Re police's failure to find accused murderer	Referred
35	Re alleged false arrest	Referred
36	Re alleged police theft of property	Referred
37	Re alleged police brutality	Info/advice given
38	Re O.P.P. actions	Referred
39	Re confiscation of photographic equipment by police	Abandoned
40	Re alleged police beating	Referred
41	Re O.P.P. actions	Info/advice given
42	Re alleged "black listing" by police force	Info/advice given
43	Re municipal police seizure of jewellery	Info/advice given
44	Re alleged false arrest	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
45	Re alleged unjust charge by police	Referred
46	Re alleged police harassment	Referred
47	Re actions of police officer	Info/advice given
48	Re lack of police help	Referred
49	Re O.P.P.	Referred
50	Re police department	Referred
51	Re police conduct during arrest	Referred
52	Re alleged police harassment	Referred
53	Re police intimidation into withdrawal of charges	Info/advice given
54	Re copy of statement to police	Referred
55	Re municipal police force	Referred
56	Re alleged police harassment	Referred
57	Re information given police	Info/advice given
58	Re police treatment	Info/advice given
59	Re police handling of public disturbance	Info/advice given
60	Re allegation of police breaking into apartment and poisoning complainant	Info/advice given
61	Re police confiscation of property	Info/advice given
62	Re police disposition of guns	Referred
63	Re incorrect information on traffic summons	Referred
64	Re confiscated property lost by police	Info/advice given
65	Re inmate beaten by police	Referred
66	Re alleged police harassment	Info/advice given
67	Re alleged police harassment	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
68	Re alleged police harassment	Referred
69	Re fabrication of evidence	Referred
70	Re non return of confiscated goods used as evidence	Rectified
71	Re local police	Referred
72	Re charges laid by police	Referred
73	Re City Police	Referred
74	Re alleged abuse and assault by police	Info/advice given
75	Re alleged false charge by police	Info/advice given
76	Re recovering of statements and fingerprints after charge withdrawn	Info/advice given
77	Re alleged police assault	Info/advice given
78	Re police behaviour during arrest	Referred
79	Re damage to house during police drug raid	Referred
80	Re alleged police harassment	Referred
81	Re actions of police	Info/advice given
82	Re police discretion in fining motorists	Info/advice given
83	Re alleged failure of a police department to act	Info/advice given
84	Re City Police	Referred
85	Re alleged assault during arrest	Info/advice given
86	Re refusal by O.P.P. of permit to transport a restricted weapon	Info/advice given
87	Re alleged police threats	Abandoned
88	Re alleged police harassment	Referred
89	Re allegation that police falsified reports concerning the accused	Info/advice given
90	Re request for dismissal of officer from force	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
91	Re actions of O.P.P.	Referred
92	Re alleged O.P.P. harassment	Referred
93	Re acts of City Police	Info/advice given
94	Re fines recorded by police	Referred
95	Re allegation that police filed incorrect report of complainant's involvement in an accident	Info/advice given
96	Re City Police Department for dismissing an employee	Referred
97	Re conduct of O.P.P. officer	Info/advice given
98	Re allegation that Police Commission did not handle husband's dismissal from the force properly	Abandoned
99	Re police officer who allegedly gave false evidence	Referred
100	Re officer's release from City Police Department	Abandoned
101	Re release of stolen possessions from pawn shop	Referred
102	Re conduct of police officer	Referred
103	Re alleged brutality of City Police	Referred
104	Re failure of police to respond to a citizen's information concerning the occurrence of a crime	Referred
105	Re police officer being released from town force	Info/advice given
106	Re alleged police harassment	Rectified
107	Re private property seized by police	Info/advice given
108	Re alleged O.P.P. harassment	Referred
109	Re alleged police harassment	Info/advice given
110	Re police treatment	Referred
111	Re alleged police harassment	Info/advice given
112	Re alleged O.P.P. harassment	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
113	Re request to be reinstated with Police Department after being dismissed	Referred
114	Re alleged police brutality	Referred
115	Re alleged police harassment	Referred
116	Re conduct of police officer	Referred
117	Re alleged police harassment	Referred
118	Re alleged inadequate investigation by police of a drowning	Referred
119	Re alleged denial of police protection against vandalism	Referred
120	Complaint re conduct of police	Referred
121	Re confiscation of offender's belongings by police	Referred
122	Re request for assistance in laying charges against two police officers	Info/advice given
123	Re police allegedly giving false evidence at complainant's trial	Referred
124	Re police search of complainant's car	Referred
125	Re alleged police harassment	Referred
126	Re alleged police assault	Referred
127	Re limited policing by O.P.P.	Referred
128	Re refusal of investigator's licence by O.P.P.	Independently resolved
129	Re alleged police mistreatment	Referred
130	Re request for assistance in obtaining son's statement and fingerprints from police after dismissal of false charges	Referred
131	Re alleged police harassment of inmate	Referred
132	Re conduct of police	Referred
133	Re City Police Department not enforcing a "No Parking" by-law	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
134	Re alleged mistreatment by police	Independently resolved
135	Re O.P.P. for role played in convicting citizen of driving offence	Referred
136	Re Town Police for failure to explain details of niece's sudden death to complainant	Info/advice given
137	Re police for failure to give adequate protection to citizen	Referred
138	Re police concerning charge laid 12 years ago	Referred
139	Re City Police Department not enforcing noise by-law	Referred
140	Re conduct of police	Referred
141	Re alleged denial of a hearing by the Royal Commission into Metro Toronto police practices	Discontinued
142	Re O.P.P. interrogation	Info/advice given
143	Re investigation techniques employed by City Police Department	Referred
144	Re alleged corruption of police officials	Referred
145	Re conduct of police	Referred
146	Re alleged police harassment	Referred
147	Re enforcement of warrant	Info/advice given
148	Re compensation for policeman's widow	Independently resolved
149	Re action of police	Referred
150	Re O.P.P.	Referred
151	Re alleged police harassment	Info/advice given
152	Re alleged police brutality	Referred
153	Re action of police	Referred
154	Re police destruction of fingerprints and photographs	Info/advice given
155	Re alleged police harassment	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
156	Re makeup of police force	Info/advice given

PRIVATE

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
1	Re NSF cheque	Referred
2	Re permission to see lady friend	No assistance possible
3	Re private pension plan	No assistance possible
4	Re distribution of estate	No assistance possible
5	Re discrimination by employer	Referred
6	Re private arena	Info/advice given
7	Re retailer's warranty	Referred
8	Re rejection of bid on technical grounds	Info/advice given
9	Re methods of financial collection	Referred
10	Re bills from building contractor	Referred
11	Re private company	Referred
12	Re kennel club	Referred
13	Re termination of funding	Referred
14	Re insurance company	Referred
15	Re private company	Info/advice given
16	Re private vocational school	Info/advice given
17	Re discrimination by employer	Referred
18	Re land purchase	Info/advice given
19	Re automobile defect	Referred
20	Re cost of transcript	Referred
21	Re insurance rates	Referred
22	Re real estate transaction	Abandoned
23	Re dependent daughter	Referred
24	Re insurance policy	Referred
25	Re theft of property	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
26	Re national council in exile	Referred
27	Re property line	Info/advice given
28	Re conditions at British Columbia hospital	Referred
29	Re insurance claim	Referred
30	Re trust company	Referred
31	Re sale of private company	No assistance possible
32	Re unfair rejection of job application	Referred
33	Re garnishment	Info/advice given
34	Re property	Info/advice given
35	Re husband's abduction of daughter	Info/advice given
36	Re "rowdy" groups in small town	Abandoned
37	Re separation certificates	Info/advice given
38	Re landlord and tenant difference	Abandoned
39	Re formation of wholesale corporation	Referred
40	Re treatment by employer	Referred
41	Re purchase of land	No assistance possible
42	Re private gas company's minimum charge	Info/advice given
43	Re car dealer's warranty	Referred
44	Re difficulties in obtaining information about mother's death	Info/advice given
45	Re definition of "human being"	Referred
46	Re dismissal from job	Info/advice given
47	Re items lost by moving company	Info/advice given
48	Re car purchased without knowledge of a lien	Referred
49	Re attempted assault	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
50	Re prices of magazine subscription	Info/advice given
51	Re visiting rights with son	Referred
52	Re unfair contract for sale of land	Info/advice given
53	Re private company's absenteeism policy	Referred
54	Re threatened law suit	Referred
55	Re rent increases	Info/advice given
56	Re price of coffee at tavern	Independently resolved
57	Re foreclosure on property	No assistance possible
58	Re employment policy of company	Abandoned
59	Re lay-off at company	Info/advice given
60	Re transfer between private senior citizens homes	Independently resolved
61	Re money paid to firm which went bankrupt	Info/advice given
62	Re employment discrimination	Referred
63	Re debt	Independently resolved
64	Re poor workmanship of automobile	Referred
65	Re property line dispute	Referred
66	Re hiring of property manager	Independently resolved
67	Re automobile repair service	Independently resolved
68	Re employment	Independently resolved
69	Re insurance company claim	Info/advice given
70	Re rusting automobile	Info/advice given
71	Re wrongful dismissal	Info/advice given
72	Re private association	Info/advice given
73	Re marital dispute	Referred
74	Re automobile manufacturer	Referred
75	Re insurance company's pension benefits	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
76	Re damage to property	Referred
77	Re harassment by neighbours	No assistance possible
78	Re landlord and tenant	Referred
79	Re refund from credit card company	Referred
80	Re land dispute with neighbours	No assistance possible
81	Re manager of retail store	Info/advice given
82	Re inability to make mortgage payments	No assistance possible
83	Re administration of estate	Referred
84	Re septic system	Abandoned
85	Re insurance adjuster's conduct	Referred
86	Re sale of home	Info/advice given
87	Re car warranty	Info/advice given
88	Re breach of warranty	Info/advice given
89	Re support payments	Referred
90	Re Canadian company's operations in British West Indies	Info/advice given
91	Re sale of home	Info/advice given
92	Re inability to find employment	Info/advice given
93	Re insurance company's investigation	Info/advice given
94	Re inability to collect support payments	Info/advice given
95	Re under-compensation for land	Info/advice given
96	Re employment	Referred
97	Re dispute with vendor	Referred
98	Re private insurance claim	Referred
99	Re conduct of real estate agent	Referred
100	Re treatment by employer	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
101	Re loss of visiting rights	Referred
102	Re liability for debt incurred by deceased mother	Referred
103	Re refund of deposit	Info/advice given
104	Re private insurance company	Abandoned
105	Re cancellation of fire insurance without explanation	Info/advice given
106	Re family property	Info/advice given
107	Re neighbour's drainage plans	Referred
108	Re settlement of estate	Referred
109	Re insurance claim	Referred
110	Re contractor's business practices	Referred
111	Re wife's finances	Referred
112	Re garage storage charge	Info/advice given
113	Re Alberta university	Referred
114	Re car dealer	Independently resolved
115	Re debt	Info/advice given
116	Re car rustproofing	Abandoned
117	Re misrepresentation by builder	Independently resolved
118	Re support payments	Referred
119	Re private insurance plan	Info/advice given
120	Re wrongful dismissal	Info/advice given
121	Re failure to pay child care maintenance	Referred
122	Re safety deposit box	Referred
123	Re money in retirement savings plan	Info/advice given
124	Re inability to secure refund on deposit	Info/advice given
125	Re ownership of personal property	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
126	Re refund for faulty lens	Referred
127	Re automobile manufacturer	Info/advice given
128	Re handling of estate by sister	Referred
129	Re misrepresentation when purchasing property	Info/advice given
130	Re finance company's failure to reimburse	No assistance possible
131	Re debt	Referred
132	Re improper handling of husband's estate	Info/advice given
133	Re insurance company	Referred
134	Re harassment by union members	Info/advice given
135	Re inability to obtain employment	Info/advice given
136	Re private law suit	Abandoned
137	Re insurance company	Independently resolved
138	Re radio-active sutures in complainant's head	Abandoned
139	Re neighbour's poisoning of cattle	Referred
140	Re debt	No assistance possible
141	Re fraud by health spa	Info/advice given
142	Re misrepresentation of assets by company	Referred
143	Re alimony payments	Referred
144	Re alimony payments	Referred
145	Re collection agency	Referred
146	Re insurance company's claim	Referred
147	Re legal action against husband	Referred
148	Re cable T.V. and radio companies	Referred
149	Re eligibility for foreign widow's pension	Info/advice given
150	Re use of electronic beam	No assistance possible

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
151	Re decision of minor hockey association	Referred
152	Re settlement offer from private company	Referred
153	Re sale of property	Referred
154	Re cattle trespassing on property	Referred
155	Re private pension payments	No assistance possible
156	Re private property	Abandoned
157	Re defective merchandise	Referred
158	Re neighbour's conduct	Referred
159	Re misrepresentation by two newspapers and a magazine	Referred
160	Re wrongful dismissal	Abandoned
161	Re damages caused by negligent statement	Referred
162	Re money owed by company for stocks	Referred
163	Re insurance company	Referred
164	Re insurance company	Referred
165	Re mother's estate	Info/advice given
166	Re mysterious rays	Referred
167	Re newspaper boys	Referred
168	Re travel agency	Abandoned
169	Re senior citizen choir	Referred
170	Re settlement of estate	Info/advice given
171	Re discrimination by employer	Referred
172	Re non-receipt of company sick benefits	Referred
173	Re treatment by employer	Info/advice given
174	Re private historical society	Referred
175	Re sale of house	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
176	Re harassment by religious group	Info/advice given
177	Re apartment manager	Referred
178	Re "someone" absconding with funds	Info/advice given
179	Re mail order not received	Referred
180	Re private cemetary	Referred
181	Re disability benefits from private company	Referred
182	Re land survey	Referred
183	Re Workmen's Compensation Board of Manitoba	Referred
184	Re equestrian association	Independently resolved
185	Re misrepresentation by automobile dealer	Info/advice given
186	Re monthly allowance	Referred
187	Re entitlement to tax rebate in Quebec	Referred
188	Re repairs by development company	Referred
189	Re unjust dismissal	Referred
190	Re mortgage payment	Referred
191	Re personal family problems	Info/advice given
192	Re insurance company benefits	Referred
193	Re inability to collect debt	Referred
194	Re travel agency	Independently resolved
195	Re landlord's theft of various papers	Abandoned
196	Re private savings plan	Referred
197	Re landlord's seizure of property	Info/advice given
198	Re collection of debt	Info/advice given
199	Re need for a "technological" ombudsman	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
200	Re insurance company	Referred
201	Re wrongful dismissal	Referred
202	Re inability to recover deposit on house	Referred
203	Re invasion of privacy	Info/advice given
204	Re actions of company	Referred
205	Re support payments to ex-wife	No assistance possible
206	Re non-payment of wages	Referred
207	Re conduct of real estate agent	Referred
208	Re seizure of cattle	Info/advice given
209	Re loss of job	Referred
210	Re thefts from farm	Referred
211	Re private investment	Info/advice given
212	Re automobile dealer	No assistance possible
213	Re deserted husband	Referred
214	Re rules imposed at trailer park	No assistance possible
215	Re private realtor	Referred
216	Re breach of contract	Info/advice given
217	Re establishment of bargaining unit	No assistance possible
218	Re non-delivery of goods	Info/advice given
219	Re settlement offer from automobile company	Referred
220	Re inability to collect debt	No assistance possible
221	Re insurance company	Info/advice given
222	Re husband's default of support payments	Referred
223	Re misrepresentation by car salesman	Referred
224	Re building corporation	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
225	Re Workmen's Compensation Board of Manitoba	Independently resolved
226	Re investment	Referred
227	Re wrongful dismissal	Referred
228	Re inadequate roof construction	Referred
229	Re Saskatchewan Department of Welfare	Referred
230	Re credit rating	Referred
231	Re dangerous gas	Info/advice given
232	Re discrimination by employer	Referred
233	Re visiting rights	Referred
234	Re liability for damage	Info/advice given
235	Re landlord and tenant dispute	Referred
236	Re cause of death	Referred
237	Re automobile dealer's service	Info/advice given
238	Re non-payment of dividends to shareholders	Info/advice given
239	Re rise in prices	Referred
240	Re insurance company	Referred
241	Re increase in gas bill	Referred
242	Re increased fuel rates	No assistance possible
243	Re increased gas rates	Referred
244	Re private industry	Referred
245	Re vehicle sold by car dealer	Referred
246	Re danger of being poisoned	Referred
247	Re hunters trespassing on property	Referred
248	Re automobile defect	Info/advice given
249	Re non-receipt of pay	Info/advice given
250	Re employer failing to rehire after illness	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
251	Re refund from scholarship foundation	Referred
252	Re property dispute	Referred
253	Re private automobile dealer's failure to deliver car	Referred
254	Re employment discrimination	Referred
255	Re swimming pool company	Referred
256	Re interest charged	Referred
257	Re New Brunswick Workmen's Compensation Board	Referred
258	Re unfair debt	Referred
259	Re refusal of loan	Referred
260	Re increase in gas rates	Referred
261	Re private dispute	Referred
262	Re complaint against neighbour	Info/advice given
263	Re motor vehicle accident	Info/advice given
264	Re welfare assistance in Nova Scotia	Referred
265	Re U.S. Internal Revenue Service	Referred
266	Re unfair denial of denturist licence	Referred
267	Re unfair dismissal	Referred
268	Re neighbour's cats	Referred
269	Re automobile manufacturer	Referred
270	Re liability for automobile accident	Referred
271	Re construction of home	Referred
272	Re marriage and finances	Referred
273	Re private health club	Referred
274	Re exclusion from property of private club	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
275	Re dismissal from employment	Referred
276	Re automobile manufacturer	Referred
277	Re finance agency	Referred
278	Re wrongful dismissal	Info/advice given
279	Re automobile company's advertising	Referred
280	Re insurance company's pension plan	Referred
281	Re outstanding wages	Referred
282	Re tape club	Info/advice given
283	Re sale of property	Info/advice given
284	Re late payment charge	Referred
285	Re unjust billing by former employer	Referred
286	Re misleading advertisement	Referred
287	Re support payments to wife	Info/advice given
288	Re landlord and tenant dispute	Referred
289	Re securing title to land	Referred
290	Re trust corporation	Referred
291	Re liability of co-signer on promissory note	Referred
292	Re collection of debt	Referred
293	Re truck purchase	Referred
294	Re discrimination	No assistance possible
295	Re conditons in an old age home	Referred
296	Re private company's refusal to pay disability payments	Referred
297	Re faulty automobile manufacturing	Referred
298	Re mining firm	Referred
299	Re private company	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
300	Re employment discrimination	Referred
301	Re newspaper report	Referred
302	Re pension benefits from employer	Referred
303	Re sister's estate	Info/advice given
304	Re access to property	Info/advice given
305	Re Quebec Pension Plan	Referred
306	Re automobile insurance	Referred
307	Re construction of mobile home	Referred
308	Re defective carpeting	Referred
309	Re robbery	Referred
310	Re insurance company	Referred
311	Re collection of back pay	Referred
312	Re actions of insurance company	Referred
313	Re private pension plan	Referred
314	Re rusting automobile	Referred
315	Re mortgage payments	Referred
316	Re pool warranty	Referred
317	Re dissatisfaction with hair stylist	Referred
318	Re non-installation of telephone	Info/advice given
319	Re debt	Referred
320	Re excessive charge for service	Referred
321	Re handling of insurance	Referred
322	Re union pension plan	Referred
323	Re watch manufacturer	Referred
324	Re initiation of program for handicapped	Referred
325	Re damage done by car wash	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
326	Re employment discrimination	Referred
327	Re fraud by real estate company	Info/advice given
328	Re fining of gargage operator	Abandoned
329	Re private pension	Referred
330	Re donation of books	No assistance possible
331	Re garden association	Referred
332	Re misrepresentation as to site of first North American oil well	Referred
333	Re breach of contract by association	Info/advice given
334	Re building defects	Independently resolved
335	Re automobile manufacturer	Info/advice given
336	Re title to property	Referred
337	Re settlement of estate	Info/advice given
338	Re entrance into university program	Info/advice given
339	Re neighbour's snow removal	Referred
340	Re private garage	Referred
341	Re telephone account	Info/advice given
342	Re construction of house	Info/advice given
343	Re sale of securities	Referred
344	Re airline's failure to reimburse	Independently resolved
345	Re construction of house	Info/advice given
346	Re refusal of mortgage	Referred
347	Re matrimonial agreement	Referred
348	Re compensation for injury	Referred
349	Re over-charge for mortgage	Referred
350	Re goods stolen while abroad	Referred
351	Re car dealer	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
352	Re private insurance company	Info/advice given
353	Re insurance company	Referred
354	Re disqualification from private pension fund	Referred
355	Re property dispute	Info/advice given
356	Re rent increase	Info/advice given
357	Re union membership	Referred
358	Re husband's estate	Referred
359	Re ownership of car	Info/advice given
360	Re request for legal opinion	Referred
361	Re landlord and employer	Referred
362	Re estate	Info/advice given
363	Re unions	Info/advice given
364	Re fuel billing	Referred
365	Re refund from investment company	Referred
366	Re trappers association	Referred
367	Re automobile defects	Info/advice given
368	Re real estate agent	Referred
369	Re employer	Referred
370	Re employer	Referred
371	Re negligence of store owner	Info/advice given
372	Re employment	Referred
373	Re private agency agreement	Info/advice given
374	Re private company's method of payment	Referred
375	Re bank handling of loan	Referred
376	Re injury suffered in car accident	Referred
377	Re son's use of drugs	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
378	Re landlord and tenant	Referred
379	Re recovery of money from private company	Referred
380	Re car dealership	Referred
381	Re out-of-court settlement	Referred
382	Re threatened law suit	Referred
383	Re damaged trees	Referred
384	Re union terminating employment due to age	Referred
385	Re damages for breach of contract	Info/advice given
386	Re settlement by insurance company	Referred
387	Re name change	Referred
388	Re collection agency	Referred
389	Re rent increase	Referred
390	Re matrimonial agreement	Referred
391	Re husband's estate	Referred
392	Re actions of insurance company	Referred
393	Re request for legal advice	Referred
394	Re alleged forced resignation from sales position	Referred
395	Re ownership of property	Info/advice given
396	Re private bus company service	Referred
397	Re property survey	Referred
398	Re breach of contract	Referred
399	Re rental dispute	Referred
400	Re films lost by drug store	Info/advice given
401	Re share of house	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
402	Re faulty brakes in new car	Referred
403	Re stolen property	Referred
404	Re real estate transaction	Info/advice given
405	Re landlord's failure to pay interest on deposit	Referred
406	Re union's failure to pay interest on deposit	Referred
407	Re shares in company	Info/advice given
408	Re Department of Labour in Nova Scotia	Referred
409	Re takeover of company	Referred
410	Re priest	Referred
411	Re automobile rusting	Info/advice given
412	Re bank loan	Referred
413	Re compensation from accident	Info/advice given
414	Re automobile defect	Referred
415	Re discrimination by employer	Referred
416	Re wrongful dismissal	Referred
417	Re flood damage	Referred
418	Re property damage	Referred
419	Re actions of realtors	Info/advice given
420	Re actions of gas company	Info/advice given
421	Re breach of contract	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
422	Re support payments from ex-husband	Referred
423	Re actions of private company	Info/advice given
424	Re husband's custody of children	Referred
425	Re corporation's refusal to remove dead tree	Referred
426	Re high cost of auto parts	Referred
427	Re financial information being published against will	Referred
428	Re financial support of child	Referred
429	Re employment discrimination	Referred
430	Re forged cheque	Referred
431	Re furniture retailer	Referred
432	Re illegal auction procedures	Referred
433	Re landlord-tenant dispute	Info/advice given
434	Re wrongful dismissal	Info/advice given
435	Re condition of rented property	Referred
436	Re wrongful dismissal	Referred
437	Re insurance company	Referred
438	Re violence in society	Referred
439	Re auto garage	Referred
440	Re auto dealer	Referred
441	Re actions of bank manager	Referred
442	Re accident compensation	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
443	Re rejection of job application	Info/advice given
444	Re local credit bureau	Info/advice given
445	Re realtor	Referred
446	Re termination benefits from company	Referred
447	Re automobile service station	Referred
448	Re neighbour's interference with property	Referred
449	Re private property	Info/advice given
450	Re real estate agent	Referred
451	Re dismissal from union	Referred
452	Re owner of trailer camp	Referred
453	Re car dealer	Info/advice given
454	Re disqualification from employee benefits	Referred
455	Re severance pay	Referred
456	Re purchase and sale of property	Referred
457	Re insurance company	Referred
458	Re mismanagement and corruption in company	Referred
459	Re misleading advertising by real estate agent	Info/advice given
460	Re property claim	Referred
461	Re fear of land expropriation	Referred
462	Re threatening of life	Referred
463	Re company on adjoining property	Referred
464	Re credit card	Referred
465	Re gas polluting water	Referred
466	Re insurance company	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
467	Re estate	Info/advice given
468	Re landlord	Referred
469	Re dismissal from employment	Referred
470	Re discrimination	Info/advice given
471	Re insurance	Referred
472	Re insurance company claim	Referred
473	Re freight distributors	Referred
474	Re pension from England	Info/advice given
475	Re purchase of chloroform	Info/advice given
476	Re son's injuries during fight	Referred
477	Re automobile dealer	Referred
478	Re marital situation	Info/advice given
479	Re insurance company	No assistance possible
480	Re payment of loan	Referred
481	Re insurance	Referred
482	Re mortgage payment	Referred
483	Re insurance company	Referred
484	Re wrongful dismissal	Referred
485	Re landlord and tenant dispute	Info/advice given
486	Re quality of house repairs	Info/advice given
487	Re sale of house	Referred
488	Re lack of financial assistance	Referred
489	Re inheritance from deceased uncle	Info/advice given
490	Re motor vehicle accident	Referred
491	Re mortgage money	Info/advice given
492	Re share of father's estate	Referred
493	Re increase in premiums of private health care plan	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
494	Re poor service from company	Referred
495	Re regaining paintings from a museum	Info/advice given
496	Re inability to find work as a result of injury	Referred
497	Re conduct of finance company	Referred
498	Re assistance in securing permanent employee status with company	Referred
499	Re builder	Referred
500	Re property	Referred
501	Re unjust dismissal	Referred
502	Re investment returns received from a company annuity plan	Referred
503	Re beach noise	Referred
504	Re former employer	Referred
505	Re employer's liability for benefits	Info/advice given
506	Re employment status with private company	Referred
507	Re rent increase	Referred
508	Re private pension cheques	Referred
509	Re cruelty to animals	Referred
510	Re purchase of defective car	Referred
511	Re use of garage by neighbour	Referred
512	Re compensation from private welfare plan	Info/advice given
513	Re employment	Info/advice given
514	Re garage owner	Independently resolved
515	Re Quebec Securities Commission and Montreal Stock Exchange	Referred
516	Re car dealer	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
517	Re father's estate	Referred
518	Re farm profits	Referred
519	Re insurance company claim	Rectified
520	Re real estate agency	Referred
521	Re neighbour's sewage system	Info/advice given
522	Re builder's failure to complete contract	Info/advice given
523	Re professional help for alcoholic	Abandoned
524	Re property dispute	Referred
525	Re deserted husband's property	Info/advice given
526	Re fraud by two bank managers	Info/advice given
527	Re private insurance company	Info/advice given
528	Re university in British Columbia	Info/advice given
529	Re sale of faulty vehicle	Info/advice given
530	Re request for legal advice	Info/advice given
531	Re request for legal advice	Referred
532	Re employee's salary	Info/advice given
533	Re request for legal advice	Referred
534	Re car warranty	Referred
535	Re faulty trailer	Info/advice given
536	Re car rust	Referred
537	Re rust-proofing	Referred
538	Re faulty construction of house	Referred
539	Re defective auto	Referred
540	Re noise from local gun club	Referred
541	Re increase in cottage rent	Info/advice given
542	Re cost of car repairs	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
543	Re employment	Info/advice given
544	Re obtaining vitamins	No assistance possible
545	Re building products company	Referred
546	Re funds for social program	No assistance possible
547	Re compensation for rusting cars	Info/advice given
548	Re compensation from automobile agency	Info/advice given
549	Re mining company contract	Referred
550	Re hockey	Info/advice given
551	Re real estate company	Referred
552	Re increase in fuel costs	Referred
553	Re auto manufacturer's defect	Info/advice given
554	Re builder not conforming to building standards	Referred
555	Re difficulty obtaining mortgage financing	Referred
556	Re religious organization	Abandoned
557	Re fur storage firm	Referred
558	Re land surveyor	Referred
559	Re loss of seniority	No assistance possible
560	Re delay in benefits from Quebec agency	Referred
561	Re private estate	Referred
562	Re land dispute with neighbour	Info/advice given
563	Re faulty contact lenses	Info/advice given
564	Re discrimination in hiring practices	Info/advice given
565	Re private dispute	Info/advice given
566	Re employment	Info/advice given
567	Re building permit	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
568	Re sale of business	Referred
569	Re insurance settlement	Referred
570	Re scholarship trust foundation	Referred
571	Re unjust dismissal	Referred
572	Re problems faced by senior citizens	Info/advice given
573	Re automobile dealer	Referred
574	Re sale of van	Info/advice given
575	Re cracks in dashboard of truck	Referred
576	Re unsatisfactory tires	Referred
577	Re contractor's bills	Referred
578	Re improper repairs on appliances	Referred
579	Re car and farm machinery manufacturer	Referred
580	Re auto body shop	Referred
581	Re denial of insurance benefits	Referred
582	Re excessive gas bill	Info/advice given
583	Re contract with two companies	Info/advice given
584	Re request for legal advice	Referred
585	Re physical safety	Referred
586	Re financial commitments	Referred
587	Re automobile agency	Independently resolved
588	Re unjust dismissal	Referred
589	Re automobile manufacturer	Referred
590	Re former employer	Referred
591	Re landlord and tenant dispute	Referred
592	Re automobile manufacturers	Referred
593	Re automobile manufacturer	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
594	Re damages to property	Referred
595	Re durability of lens	Referred
596	Re trust companies	Referred
597	Re malfunction of propane heater	No assistance possible
598	Re neighbour's repair of mutually owned fence	Info/advice given
599	Re neighbour encroaching on property	Referred
600	Re rust on car	Referred
601	Re employment discrimination	Referred
602	Re bequest to a hospital	Rectified
603	Re fraud	Referred
604	Re real estate agency	Referred
605	Re accident	Referred
606	Re brother-in-law	Referred
607	Re neighbours causing trouble	Referred
608	Re private health insurance	Referred
609	Re request for legal advice	Info/advice given
610	Re private health insurance	Referred
611	Re money given to deceased son	Referred
612	Re builder	Referred
613	Re damage to private property	Referred
614	Re damages from accident	Referred
615	Re harassment by private investigator	No assistance possible
616	Re insurance company	Referred
617	Re request for legal advice	Referred
618	Re insurance company	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
619	Re collection agency	Referred
620	Re obscene telephone calls	Info/advice given
621	Re personal problems	Referred
622	Re violation of property rights by neighbour	Info/advice given
623	Re request for legal advice	Info/advice given
624	Re option to purchase	Info/advice given
625	Re design of automobile	Referred
626	Re private company	Info/advice given
627	Re request for legal advice	Referred
628	Re business	Info/advice given
629	Re insurance company	Referred
630	Re milk store	Referred
631	Re insurance company	Referred
632	Re faulty installation of radio in truck	Referred
633	Re marital problems	Referred
634	Re polluted water	Referred
635	Re work completed by builder	Referred
636	Re trust company	Referred
637	Re dispute with estranged husband	Info/advice given
638	Re husband's estate	Referred
639	Re inability to obtain deed	Referred
640	Re certificate of mechanical fitness	Abandoned
641	Re insurance company	Referred
642	Re brain washing of grandchildren	Referred
643	Re automobile dealer	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
644	Re land survey	Info/advice given
645	Re unjust dismissal from employment	Info/advice given
646	Re letter of reference from previous employer	Info/advice given
647	Re worker injured in Nova Scotia	Referred
648	Re insurance company	Referred
649	Re employee dismissal	Referred
650	Re failure to receive proceeds from sale of property	Referred
651	Re quality of home construction	Referred
652	Re summer residence for neglected children	Referred
653	Re media coverage of parolee's involvement in crime	Referred
654	Re quality of builder's work	No assistance possible
655	Re discrimination by employer	Info/advice given
656	Re shopping mall	Info/advice given
657	Re insurance policy	Referred
658	Re gas company	Referred
659	Re hearing-aid company	Referred
660	Re increased insurance premiums	Referred
661	Re threat on complainant's life	No assistance possible
662	Re auto insurance rates	Referred
663	Re discrimination by employer	Referred
664	Re estranged wife	Info/advice given
665	Re disability benefits	Referred
666	Re domestic dispute	Referred
667	Re step-father's estate	Referred
668	Re non-payment of sales commissions	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
669	Re damage to property of company	Referred
670	Re travel agency	Referred
671	Re quality of contractor's work	Referred
672	Re problems in administering estate	Referred
673	Re work stoppage on housing project	Independently resolved
674	Re power of attorney	Referred
675	Re auto dealership	Referred
676	Re pension from private company	Referred
677	Re house	Referred
678	Re settlement of estate	Referred
679	Re sale of property	Referred
680	Re organized hockey	Referred
681	Re business machine	Referred
682	Re fraudulent cheque issued to employee	Referred
683	Re denial of pension	Referred
684	Re actions of relatives	Referred
685	Re automobile manufacturer	Referred
686	Re treatment by employer	Referred
687	Re racial discrimination	Referred
688	Re child support payments	Referred
689	Re tour operator	Rectified
690	Re breach of sale contract	Referred
691	Re rust on car	Referred
692	Re admission to home for the aged	Referred
693	Re executor of an estate	Referred
694	Re denial of benefits in Nova Scotia	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
695	Re vendor of farm	Referred
696	Re delay in settlement with insurance company	Referred
697	Re mobile home	Referred
698	Re property dispute with neighbour	Referred
699	Re termination of employment	Referred
700	Re collision insurance	Referred
701	Re group life insurance	Referred
702	Re auto insurance company	Referred
703	Re dismissal of employee	Referred
704	Re conditions in correctional institutions in British Columbia	Referred
705	Re real estate company	Referred
706	Re Winnipeg automobile agency	Referred
707	Re trailer homes	Referred
708	Re rusting car	Info/advice given
709	Re non-receipt of goods	Referred
710	Re career academy	Referred
711	Re clergyman	Referred
712	Re bank's failure to deal with problem	Referred
713	Re fraud of certain senior citizens	Referred
714	Re over-charge by company for repairs	Referred
715	Re refund of tuition fees from private school	Independently resolved
716	Re coverage under private health plan	Referred
717	Re treatment of provincial inmate in Manitoba	No assistance possible

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
718	Re request for assistance in finding an apartment	Info/advice given
719	Re gas company's monthly minimum charge	Info/advice given
720	Re domestic problem in Alberta	Referred
721	Re clothing left in Winnipeg	Referred
722	Re marital problems in Saskatchewan	Referred
723	Re dismissal of employee	Referred
724	Re mismanagement of hotel	Referred
725	Re dismissal from employment	Referred
726	Re discrimination by employer	Referred
727	Re inability to obtain suitable employment	Independently resolved
728	Re political party	No assistance possible
729	Re building company's poor workmanship	Referred
730	Re denial of licence to practice as public accountant	Independently resolved
731	Re termination of employment due to poor health	Info/advice given
732	Re unpaid insurance claim	Referred
733	Re unjust dismissal from employment	Referred
734	Re discrimination by employer	Referred
735	Re procedure in Quebec psychiatric hospital	Referred
736	Re rent increase	Info/advice given
737	Re rental payments	Info/advice given
738	Re amount of rent charged	Info/advice given
739	Re increase in rent	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
740	Re increase in rent	Independently resolved
741	Re unfair treatment by employer	Referred
742	Re private gas company	Abandoned
743	Re rental payments	Referred
744	Re excessive noise	Referred
745	Re request for assistance to publish autobiography	Info/advice given
746	Re polluted well	Independently resolved
747	Re university	Referred
748	Re appeal procedures at university	Referred
749	Re warranty on new home	Referred
750	Re hiring practices of a company	Info/advice given
751	Re non-payment of pension benefits by private company	Info/advice given
752	Re unjust dismissal from private project	Info/advice given
753	Re cancellation of insurance policy	Referred
754	Re failure of automobile dealer- ship to repair car	Referred
755	Re false advertisement	Referred
756	Re unlimited availability of pornographic material	Referred
757	Re fraudulent role of automobile	Referred
758	Re violations of <u>Innkeepers Act</u>	Referred
759	Re admittance to nursing assistants course at Freeport Hospital	Info/advice given
760	Re insurance company	No assistance possible
761	Re information request concerning Native People	Info/advice given
762	Re hearing before arbitration board	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
763	Re increase in price of natural gas	Referred
764	Re problems concerning lease with private company	Discontinued
765	Re increase in price of natural gas	Referred
766	Re university professor's tenure	No assistance possible
767	Re handling of funds by university	Referred
768	Re university appeals system	Info/advice given
769	Re participation in athletics at university	No assistance possible
770	Re university appeals system	Info/advice given
771	Re discrimination of university professor	Info/advice given
772	Re discrimination within a university	Info/advice given
773	Re denial of residence accommodation at university	Referred

PROFESSIONALS AND PROFESSIONAL ORGANIZATIONS

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
1	Re lawyer's conduct	Referred
2	Re lawyers in general	Referred
3	Re lawyer withholding funds	Info/advice given
4	Re lawyer's conduct	Referred
5	Re lawyer withholding funds	Referred
6	Re lawyer's conduct	Referred
7	Re lawyer's services	Referred
8	Re lawyer's services	Referred
9	Re lawyer's services	Referred
10	Re lawyer's handling of estate	Referred
11	Re lawyer's handling of divorce case	Referred
12	Re lawyer's conduct	Referred
13	Re lawyer's alleged negligence	Referred
14	Re lawyer's account	Referred
15	Re Law Society reimbursing complainant for solicitor's negligence	Info/advice given
16	Re dissatisfaction with lawyer	Referred
17	Re lawyer's account	Referred
18	Re lawyer's actions	Referred
19	Re lawyer	Referred
20	Re lawyer's handling of mortgage	Referred
21	Re lawyer's services	Referred
22	Re lawyer's fees	Referred
23	Re lawyer not returning retainer	Referred
24	Re lawyers and Law Society	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
25	Re legal fees	Referred
26	Re lawyer in Manitoba	Referred
27	Re lawyer's handling of law suit	Referred
28	Re handling of estate by law firm	Referred
29	Re lawyer's services	Referred
30	Re two lawyers' services and fees	Referred
31	Re possibility of lawyer having personal vendetta against complainant	Info/advice given
32	Re lawyer's services	Info/advice given
33	Re lawyer's alleged negligence in business transaction	Referred
34	Re lawyer and Law Society	Info/advice given
35	Re lawyer's handling of estate	Referred
36	Re lawyer's handling of mother's estate	No assistance possible
37	Re lawyer	Referred
38	Re lawyer's handling of estate	Referred
39	Re lawyer and matrimonial problems	Referred
40	Re dissatisfaction with lawyer	Referred
41	Re lawyer's conduct	Referred
42	Re lawyer withholding funds	Referred
43	Re lawyer's services	Referred
44	Re lawyer's alleged negligence	Referred
45	Re lawyer's handling of divorce case	Abandoned
46	Re lawyer's settlement offer	Referred
47	Re lawyer's refusal to return documents	Referred
48	Re lawyer's services	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
49	Re Law Society's handling of complaint	Referred
50	Re lawyer mismanaging will	No assistance possible
51	Re lawyer's services	Referred
52	Re lawyer's handling of accident claim	Info/advice given
53	Re lawyer's handling of divorce case	Referred
54	Re lawyer	Referred
55	Re lawyer's services	Referred
56	Re lawyer's conduct	Referred
57	Re refusal of admission to Bar Admission course	Referred
58	Re legal fees	Referred
59	Re lawyer's services	Referred
60	Re land purchase and lawyer's conduct	Info/advice given
61	Re lawyer's handling of estate	Referred
62	Re lawyer's fees	Referred
63	Re alleged professional misconduct of lawyer	Referred
64	Re lawyer's services	Referred
65	Re lawyer's services	Referred
66	Re alleged negligence of lawyer	Referred
67	Re lawyer demanding fees shortly before trial	Referred
68	Re lawyer	Abandoned
69	Re lawyer's handling of insurance claim	Referred
70	Re lawyer	Referred
71	Re lawyer's advice	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
72	Re alleged negligence of lawyer	Referred
73	Re lawyer	Referred
74	Re lawyer's handling of estate	Referred
75	Re New Brunswick lawyer	Referred
76	Re lawyer's conduct	Referred
77	Re lawyer's conflict of interest	Referred
78	Re lawyer and Law Society	No assistance possible
79	Re lawyer's actions	Referred
80	Re lawyer's services	Referred
81	Re lawyer's handling of case	Referred
82	Re lawyer's fees	Info/advice given
83	Re lawyer's services	Referred
84	Re lawyer's account	Info/advice given
85	Re lawyer	Referred
86	Re lawyer	Referred
87	Re delay in law suit	Info/advice given
88	Re alleged negligence of lawyer	Referred
89	Re lawyer's services	Referred
90	Re lawyer's services	Referred
91	Re Law Society of Upper Canada	No assistance possible
92	Re lawyer's services	Referred
93	Re lawyer's fees	Referred
94	Re lawyer's services	Referred
95	Re lawyer's conduct	Referred
96	Re lawyer's services	Referred
97	Re lawyer allegedly not acting in client's best interest	Info/advice given
98	Re lawyer's handling of sale of land	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
99	Re lawyer's conduct	Info/advice given
100	Re lawyer's fees	Referred
101	Re lawyer's fees	No assistance possible
102	Re lawyer's settlement of estate	Referred
103	Re lawyer's fees	Referred
104	Re lawyer's fees	Referred
105	Re lawyer's fees	Info/advice given
106	Re lawyer's services	Referred
107	Re Law Society of Upper Canada's compensation fund	Info/advice given
108	Re request for assistance in obtaining a lawyer	Referred
109	Re lawyer's fees	Referred
110	Re lawyer's services	Referred
111	Re lawyer's negligence	Referred
112	Re lawyer's services	Referred
113	Re lawyer's representation	Referred
114	Re lawyer's services	Info/advice given
115	Re lawyer's handling of a case	Referred
116	Re request for assistance in obtaining a lawyer	Referred
117	Re request for assistance in obtaining a lawyer	Referred
118	Re representation and conduct of two lawyers	Referred
119	Re lawyer's services	Referred
120	Re lawyer's services	Referred
121	Re lawyer's services	Referred
122	Re lawyer's conduct	Referred
123	Re readmission to Law Society of Upper Canada after disbarment	Info/advice given

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
124	Re lawyer's conduct during appeal proceedings	Referred
125	Re Law Society of Upper Canada's failure to investigate complaint against lawyer	Referred
126	Re lawyer's representation	Referred
127	Re lawyer's conduct	Referred
128	Re lawyer's competence	Referred
129	Re request to retain lawyer	Referred
130	Re lawyer's conduct	Info/advice given
131	Re lawyer's fees	Referred
132	Re lawyers and Law Society of Upper Canada	Referred
133	Re conduct of defence lawyer during criminal trial	Referred
134	Re lawyer's conduct	Referred
135	Re lawyer's fees	Referred
136	Re lawyer's conduct	Referred
137	Re lawyer's alleged inadequate representation	Referred
138	Re allegation that three lawyers conspired against complainant	Referred
139	Re lawyer's conduct	Referred
140	Re complaint that legal system is too expensive for average citizen	Discontinued
141	Re lawyer's advice	Referred
142	Re lawyer's representation	Info/advice given
143	Re lawyer's representation	Info/advice given
144	Re request for legal representation by Arthur Maloney, Q.C.	Referred
145	Re lawyer for retaining some of complainant's private possessions after completion of case	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
146	Re lawyer's conduct	Referred
147	Re lawyer's representation	Referred
148	Re legal fees	Referred
149	Re lawyer's conduct	Referred
150	Re lawyer's representation	Referred
151	Re lawyer allegedly deceiving client	Referred
152	Re unfair treatment of complainant by lawyer	Referred
153	Re legal fees	Info/advice given
154	Re lawyer's representation	Referred
155	Re lawyer's representation	Referred
156	Re legal problems experienced by complainant	Referred
157	Re lawyer's representation	Referred
158	Re lawyer's representation	Info/advice given
159	Re lawyer's representation	Referred
160	Re settlement made by lawyer with insurance company	Referred
161	Re lawyer's conduct	Referred
162	Re lawyer's services	Referred
163	Re lawyer's representation	Referred
164	Re request for legal referral	Referred
165	Re lawyer's fees	Referred
166	Re lawyer's fees	Info/advice given
167	Re conduct of two lawyers	Referred
168	Re lawyer's services	Referred
169	Re lawyer's representation	Referred
170	Re lawyer's representation	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
171	Re lawyer's representation	Referred
172	Re lawyer's representation	Referred
173	Re lawyer's fees	Referred
174	Re lawyer's representation	Referred
175	Re lawyer's representation	Referred
176	Re lawyer's representation	Referred
177	Re lawyer's representation	Referred
178	Re lawyer's conduct	Referred
179	Re lawyer's representation	Referred
180	Re lawyer's conduct	Referred
181	Re difficulty conferring with lawyer	Info/advice given
182	Re lawyer's conduct	Referred
183	Re lawyer's conduct	Referred
184	Re lawyer's sale of house	Abandoned
185	Re lawyer's advice	Referred
186	Re lawyer's advice	Referred
187	Re failure of doctor to supply W.C.B. with medical information	Info/advice given
188	Re College of Physicians and Surgeons	No assistance possible
189	Re hearing before College of Physicians and Surgeons	Referred
190	Re decision of College of Physicians and Surgeons	Referred
191	Re standards of Royal College of Dental Surgeons	Referred
192	Re doctor's refusal to complete necessary documentation for disability pension applications	Referred

<u>NO.</u>	<u>SUMMARY OF COMPLAINT</u>	<u>RESULT</u>
193	Re doctor's refusal to visit patients	Referred
194	Re assistance of physicians in obtaining compensation for accident victim	Referred
195	Re interference by doctor into complainant's private life	Referred
196	Re doctor's actions	Referred
197	Re doctor's treatment	Referred
198	Re doctor's treatment	Referred
199	Re doctor's actions	Referred
200	Re doctor's treatment	Referred
201	Re doctor's treatment	Referred
202	Re doctor's treatment	Referred
203	Re pharmacist's actions	Info/advice given
204	Re doctor's treatment	Referred
205	Re doctor's treatment	Referred
206	Re doctor's actions	Referred
207	Re psychiatrist's actions	Referred
208	Re doctor's actions	Referred
209	Re doctor's treatment	Referred
210	Re doctor's treatment	Referred
211	Re doctor's treatment	Referred
212	Re dentist's fee	Info/advice given
213	Re doctor's fee	Referred
214	Re doctor's treatment	Referred
215	Re doctor's actions	Referred
216	Re psychiatrist's treatment	Referred

CHAPTER EIGHT

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MINISTRY OF AGRICULTURE & FOOD

(1) SUMMARY OF COMPLAINT

This complaint was brought to the Ombudsman's attention on behalf of a Red Lake co-operative. The co-operative was founded in 1973 with a grant from a branch of the Ministry of Community and Social Services. In 1976, the co-operative faced severe financial difficulties, and the group wished to develop the enterprise into a small manufacturing business promoting the production of native artists' prints.

The co-operative's complaint was twofold. First, the co-operative had been informed that it was ineligible for an ARDA grant. Second, there had been an unusual delay and lack of communication regarding its grant application.

In July, 1975, the group applied to both the Department of Regional Economic Expansion (DREE) and the Federal-Provincial Rural Development Agreement (ARDA) which is administered jointly by DREE and the Ontario Ministry of Agriculture and Food.

ARDA has ultimate responsibility for administering programs and projects and any initial applications under the Federal-Provincial agreement.

Ministry officials told our investigator that the ARDA applications had not been granted because the co-operative did not meet the qualifications. Later, a member of our staff reviewed the provisional portion of the Development Agreement, and concluded that the co-operative could not qualify for a grant.

We determined that the Ministry had contacted an official in DREE to determine whether they might finance the project. Unfortunately, the application was not eligible under their program. Since the joint ARDA committee is composed

of an equal number of representatives of both the Federal and Ontario governments, our Director of Research determined that the decisions of the committee are beyond the Ombudsman's jurisdiction.

We decided that the Ministry had given the application a judicious review and had acted fairly. As a result, we determined that the first part of the co-operative's complaint was not justified.

In relation to the complainant's second complaint, that is, the delay and lack of communication, we determined that there had not been an undue delay by the Ministry. A certain amount of delay had resulted from the Ministry's attempt to obtain Federal financing from DREE for the complainant. This action itself took up considerable time although in the Ombudsman's opinion, not an undue length of time. The mail strike in the late fall and winter of 1975 also contributed greatly to the delay in processing the complainant's application. We found that another factor responsible for the delay was that the complainant initially submitted an application with insufficient information to enable the ARDA Committee to consider the eligibility of the program.

In view of the above factors, we determined that the Ministry could not in any way be faulted for its actions and the complaint was therefore resolved in favour of the Ministry.

(2) SUMMARY OF COMPLAINT

An Eastern Ontario dairy farmer complained that he was not allowed to ship his milk in cans within the Province of Ontario. The complainant had been shipping milk in cans to the Province of Quebec prior to November, 1975. However,

after that date, the Province of Quebec required all milk producers to convert to bulk shipping. The complainant therefore became classed as a new milk producer in the Province of Ontario and as such, was required to ship milk in bulk. The complainant did not wish to go to the expense of installing a bulk tank.

We held discussions with officials of the Milk Commission to obtain background information on the regulation under The Milk Act which required that no new milk producer could commence shipping milk in cans within Ontario unless the new producer was a son or daughter of a producer who had been shipping milk in cans when the regulation came into force. The Province has required several new milk producers to comply with the regulation and install bulk tanks. Since hundreds of milk producers had been required to abide by the regulation, we felt that the Milk Commission had been fair in its decision not to make an exception in the complainant's case.

Officials of the Milk Commission advised us that a viable alternative existed for the complainant to enable him to continue in the dairy industry. We found that the local creamery in his area would accept farm-separated cream and the farmer was therefore advised to contact the Secretary-Manager of the Ontario Cream Producers' Marketing Board. In view of the farmer's outdated and manually operated equipment, we suggested that he consider installing a small motor on his separator so that he might produce and ship his cream in a more expedient way.

The complainant advised us that he would follow our advice.

(3) SUMMARY OF COMPLAINT

A tobacco farmer complained about a regulation of the Ontario Flue-Cured Tobacco Growers' Marketing Board made under the Farm Products Marketing Act. The regulation allowed only 25% of a production quota to be rented or transferred. The complainant contended that this regulation was discriminatory against those producers who were not sufficiently well-established nor financially able to purchase quotas.

The complainant had been unsuccessful in his attempts to bring this problem to the attention of the local Board and in his request that the regulation be amended.

When the matter was brought to us, we advised the complainant that the problem was premature since there were a number of rights of appeal available. We advised him in writing of the appeal procedures, and our letter provided him with the necessary information to obtain a hearing before the local Board. The complainant's appeal was refused both at this level and also when he appealed to the Provincial Board.

At about the same time, the local Board amended its policy respecting quota rentals and this change eliminated the farmer's concern.

MINISTRY OF THE ATTORNEY GENERAL

(4) SUMMARY OF COMPLAINT

The complainant in this case met with the Ombudsman during the private hearings held in Kenora in January, 1976. The complainant was seeking to recoup the legal costs which he had expended on his son's appeal from a conviction for contempt of court.

In April, 1974, the complainant's 17 year old son was convicted in Provincial Court pursuant to Section 636(1) of The Criminal Code, of contempt of court resulting from his failure to attend court as a Crown witness on a specific date to give evidence at the trial of another person. The complainant's son had, at the time that he was served with the subpoena and in the presence of others, informed the police officer who served him that he had made arrangements 6 months earlier for a school sponsored trip to Toronto for which he had already paid a deposit of \$110.00. Both the complainant and his wife were left with the impression that in light of these arrangements it would not be necessary for their son to appear in court on the date in question or alternatively, if it was necessary that he would hear again from the constable who served him.

The trial was called on April 17th and because of the complainant's son's absence, it was adjourned until April 26th and the Trial Judge issued a bench warrant for the boy's arrest.

Later, the boy appeared in court and explained the situation to the Trial Judge. However, at the conclusion of the other person's trial, the Judge found him guilty of contempt of court for failing to appear on April 17th and fined him \$25.00 or in default of payment, 14 days in jail.

The complainant appealed to the Ontario Court of Appeal where the appeal was granted and the conviction quashed. The complainant felt that the expense he incurred in the

process should be refunded to him by the Government.

The complainant, at the Ombudsman's request, submitted a number of references respecting his son's character. Although the matter did not fall within the Ombudsman's jurisdiction, the Ombudsman wrote to the Deputy Attorney General, Frank Callaghan, Q.C., setting out the unusual facts of the case and enclosing the character references. The Ombudsman requested that the Deputy Attorney General consider the possibility of making an ex gratia payment to the complainant to compensate him for his legal expenses.

As a result of the Ombudsman's recommendation, the Deputy Attorney General reviewed the record of the court proceedings relating to the youth's conviction and subsequent appeal.

In a letter to the complainant which is reproduced below, he admitted that the administration of justice is not always perfect, extended his regrets for the unfortunate error and enclosed a cheque in payment of the complainant's Appeal Court costs.

The following is an extract from that letter:

"At the request of A.E. Maloney, Q.C., the Ombudsman for Ontario, I have reviewed the record of proceedings for the Provincial Court and the Ontario Court of Appeal in relation to your son David's conviction for contempt of court. I am fully aware of the issues presented to the Court of Appeal and the judgment of the Chief Justice of Ontario in relation thereto. I understand further your concern with incurring the costs attendant upon such an appeal.

I have no doubt in my own mind that your son was a victim of a miscarriage of justice in the initial proceedings before the trial judge and I certainly commend your determination to clear his name of that conviction by way of an appeal. I am sure that you will understand that the Attorney General must not in any way assume the responsibility of the Appellate Courts for the determination of such matters. It is his duty,

however, to appear before the Court of Appeal and advance such points of law or fact by way of argument as the case permits in support of the ruling of the lower court. In David's case the issue came before the Court as to whether or not the Ontario Court of Appeal in fact had any jurisdiction pursuant to section 9 of the Criminal Code with reference to proceedings of that nature. The Court ruled it did and at the same time also ruled that the conviction in the lower court constituted a miscarriage of justice.

I, of course, have no quarrel with the ruling but I can well understand your displeasure at having to go to the Ontario Court of Appeal to correct an error made by the trial court. Unfortunately, the administration of justice is not perfect and such errors will occur so long as it is administered by human beings all of whom are fallible. I can only extend to you my regrets that this did happen and I enclose herewith our cheque in payment of your Appeal Court costs."

Yours truly,

F.W. Callaghan
Deputy Attorney General

(5) SUMMARY OF COMPLAINT

This complaint was brought to the attention of the Ombudsman through a telephone call on December 3rd, 1975. The complainant was upset that his 17 year old daughter, who had not previously been in difficulty with the law, was to be detained in custody for 3 weeks while a Provincial Court Judge considered the sentence he would impose following her conviction on a charge of possession of 107 grams of hashish.

The young girl had been incarcerated at the Vanier Centre for Women since November 27, 1975. The Ombudsman contacted the girl's lawyer and told him that a perfectly proper device to use in order to secure the girl's release would be to launch an appeal from both conviction and sentence

and obtain bail.

The Ombudsman then received a letter dated December 10th, 1975 from the Sentencing Judge. His Honour explained that the complainant's daughter had appeared before him on November 27th, 1975, charged with possession of a narcotic for the purpose of trafficking. He indicated that after arraignment she elected trial in the Provincial Court and entered a plea of not guilty to the charges laid but entered a plea of guilty to the lesser and included offence of simple possession. The Judge informed the Ombudsman that there was a co-accused charged with the same offence, namely, possession of a narcotic for the purpose of trafficking. The girl's co-accused had been found in possession of 107 grams of hashish and on the previous day he had sold 7 grams to others. The Crown acknowledged that there was no significant element of commerciality in the sale.

Defence counsel urged that the Court impose a fine on both accused. The girl's co-accused was convicted of possession for the purpose of trafficking whereas the complainant's daughter was convicted only of the offence of simple possession.

The co-accused was remanded in custody for sentence until December 18th, 1975. In explaining his decision to remand the young girl in custody for 3 weeks as well, His Honour stated in his letter to the Ombudsman:

"After hearing the pleas and facts on the (accused's) matter, defence counsel stood before the Court indicating that the accused was 17 years of age, had been residing with (the co-accused) for 18 months, was presently employed on an unstated basis with Dominion Stores and that this was a first offence and that she had not previously indicated anti-social behaviour. The defence suggested a fine.

Because I did not feel, again, that I had sufficient information before me

upon which to assess the sentence properly and because the Crown was proceeding by indictment and further because there was a substantial quantity of hashish involved, I also remanded her in custody for three weeks for sentence."

His Honour complained about the intervention of the Ombudsman and said the situation raised

"very significant issues as to the due administration of justice and the division of function between this Court and the Office of the Ombudsman."

He had been informed by his Court Administrator about the appeal and seemed to think it was unusual that an appeal against the conviction of an indictable offence would be commenced after a plea of guilty and before an imposition of sentence. The Judge related a conversation he had had with the girl's lawyer who informed him about the Ombudsman's involvement in the case. Toward the end of His Honour's letter he said:

"As I dictate this letter I have been informed by my Court Administrator that the accused girl has also apparently come to the conclusion that her release from custody was unlawful and she had been surrendered into custody again. He tells me that the pre-sentence report has been completed and (her lawyer) has arranged for the matter to be brought forward to an early date for sentencing."

The following is a copy of the letter sent to the Judge from the Ombudsman:

"Thank you for your letter of December 10th. I was interested in your comments.

The precise complaint about your Honour's conduct that was brought to my attention in my capacity as Ombudsman was that you had directed that a seventeen year old girl, not previously in difficulty with the law, should be detained in custody for a period of three weeks while you took under consideration the sentence to impose in her case - the charge being one of possession of marijuana. This state of affairs

was brought to our attention by her father who, as you can imagine, was understandably distressed.

It is basic to the successful functioning of the Office of the Ombudsman that citizens who approach it be advised as to their rights and as to how they go about asserting them. If the matter raised is within his jurisdiction the Ombudsman will inquire into the matter and where the complaint is without merit vindicate the individual or the agency whose fairness or sense of justice have been challenged. If the complaint is meritorious he will make recommendations designed to help the claimant attain his rights.

If the matter raised is outside his jurisdiction the Ombudsman must never send the claimant away in ignorance of where he goes to have his rights determined. This is really what happened in the case involving the complaint made to me about your Honour.

A young girl in the position of (the accused) once convicted, has a right in law to appeal her conviction. It is the duty of the Office of the Ombudsman to so advise her. Having appealed that conviction it is her right to apply for release on bail. This is a right as to which she must also be advised. The duty to alert her as to the existence of these rights would devolve upon your Honour if she were unrepresented.

I asked her legal counsel () whether she had been proceeded against by way of indictment or summary conviction. He advised that the proceedings were by way of summary conviction. Accordingly, I advised him of his right to obtain her release on bail under the provisions of section 752 of the Criminal Code which requires a justice to direct her release.

Had he told me that the proceedings were by way of indictment I would have advised him of his right to apply for bail under the provisions of section 608 of the Criminal Code - that is to a Judge of the Court of Appeal.

It is not common to apply for bail after conviction and prior to sentence but it is uncommon also for a trail judge - especially cases involving a charge of possession of marijuana - to put over the passing of sentence for so long a time as was the case here.

I have from time to time had occasion in my practice to apply for and to obtain the release on bail of accused persons who had been convicted of much more serious crimes and put over for sentence for an unusually long period of time. The records will show this happened, for example, in the case of Regina v. Caccamo which is reported in Vol. 11 C.C.C. (2nd) p.249; (1973) 21 C.R. (N.S.) p.83. In this case the appellant was convicted on the 30th day of June 1972 by His Honour Judge Garth Moore of the offences of possession of counterfeit money, of a weapon for a purpose dangerous to the public peace and of the possession of an unregistered firearm. He was put over for sentence until August 10th, 1972 - a period of over five weeks. An appeal from conviction was launched and O'Driscoll, J., made an order on the 13th of July admitting Caccamo to bail on the undertaking that he surrender into custody immediately prior to the imposition of sentence and that he be re-released on bail again immediately after. In another case in my personal practice - Regina v. Bencardino and DiCarlo - bail prior to sentence was refused by Brooke, J.A. on March 15th, 1973. The applicants here had been convicted of manslaughter by Haines, J. and a jury on March 5th, 1973. They were put over for sentence until April 7th, 1973. In his reasons for judgment Brooke, J.A. said:

'The Crown contends that I have no jurisdiction to entertain this application to grant the conditional release in these circumstances and so the argument in this regard had centred upon the meaning of s.457.7 and s.608 of the Code. It is perfectly clear that the proceedings before Mr. Justice Haines are not yet complete as this word is used in the other sections related to s.457.7 and these men are still to be dealt with by the trail court.

On the other hand, the whole question of guilt or innocence has been placed

in issue by appeal and the jurisdiction of this Court invoked with all of its powers as provided by the Code over the liberty of the applicants. No matter what the sentence imposed may be, the jurisdiction to grant release pending appeal from the conviction remains unaltered.

I am convinced that in these circumstances a Judge of this Court has jurisdiction to grant release under s. 608 of the Code pending appeal and to include, of course, the appropriate condition requiring the applicants' attendance before the trial Judge for sentencing.'

I am sure you will agree the existence of such a power makes sense because otherwise a trial court would have power to impose what would in effect be a non-appealable prison term for an offence - no matter how trivial. I am confident the Parliament of Canada never intended this and I am certain the people of Ontario would find it totally unacceptable.

You say in your letter to me that the accused () had come to the conclusion her release from custody was unlawful. If she and her counsel thought this, they laboured under a misapprehension. Even if the actions of the justice in releasing her were a nullity because the appeal had been launched in the wrong forum they remain in full force and effect until set aside by a proper superior tribunal. When the mistake was discovered as to the jurisdiction of the court to which the appeal had been launched an appeal should have been instituted in the Court of Appeal and an application for bail made to a judge of that court.

If that course had followed it would not have been necessary for this young girl to have surrendered into custody except in the remote and unlikely event that the Justice of the Court of Appeal had ruled that it was not a case in which bail should be granted. If that had occurred it would have been time enough for her to surrender.

I am not unmindful of the fact that (the accused) had pleaded guilty. The extent to which this impairs an appeal from conviction is a matter that falls to be determined by the court to which the appeal is taken. In any event even where an appeal is from sentence only there remains a right to be admitted to bail. See Section 608(1)(b) of the Criminal Code.

Quite often the actions of officials which I am asked to review are outside the scope of my jurisdiction. The policy of my Office in such cases is to inform the claimant as to where the remedy lies and as to how to go about obtaining it. If I were to have refrained from advising (the accused) and her counsel as to the remedies by way of appeal and bail that were open to her in the unusual circumstances of her case I would have left myself open to serious censure.

I trust this will serve to clarify your understanding of the role the Ombudsman in this Province is required to play and will continue to play so long as I am the incumbent.

With all good wishes, I remain."

A copy of this letter was sent to the complainant who said that his daughter had appeared before the Judge and had been sentenced to a fine of \$1,000.00. Her co-accused who had a previous criminal record pleaded guilty to possession for the purposes of trafficking and received a suspended sentence and probation.

(6) SUMMARY OF COMPLAINT

The complainant contended that the Official Guardian was not exercising his function properly in that rather than being concerned with the welfare of children per se, he was attempting to facilitate divorce proceedings between parties.

The complainant said that during the course of his divorce, the Official Guardian had sent a social worker to report on the complainant. The complainant felt that this was a "hatchet job". The complainant went on to indicate that he did not feel the Official Guardian had properly investigated his children's history as he felt that his wife was not mentally capable of adequately providing for the welfare of the children.

One of our investigators met with the Deputy Official Guardian to discuss the complainant's problem.

On March 5, 1976, we received a letter from the Attorney General advising us of his opinion that this complaint did not fall within our jurisdiction. The letter said that the Official Guardian's responsibility is to carry out investigations and to provide the courts with reports relating to care, custody, maintenance and education of children. It said that these duties constituted the "function of the court" within the meaning of Section 14(a) of The Ombudsman Act.

We concluded that we were precluded from investigating this case. Section 14(a) of The Ombudsman Act states:

"This Act does not apply to judges or to the functions of any court;"

Our legal staff examined the obligations imposed upon the Official Guardian by Section 6 of The Matrimonial Causes Act and Section 1(6) of The Infants Act and concluded that the prime function which the Official Guardian performs is to assist the court in rendering decisions appropriate to each case involving children.

As a result, the investigation of the complaint was discontinued and the complainant was advised to consult legal counsel with a view to determining whether a dispute of the Official Guardian's report should be filed on his behalf.

(7) SUMMARY OF COMPLAINT

The victim of a criminal assault who had lost one eye applied for compensation through the Criminal Injuries Compensation Board 6½ years after the offence. He stated that the reason his application was not filed with the Board before this time was because he was not aware of the existence of the Board.

The complainant felt that the Board's decision not to disturb the one year limitation period with regard to his application for compensation was unfair and asked us to review the Board's decision.

An investigator interviewed the Board's Chief of Investigations. The complainant's application was studied and fully discussed as was the Board's policy with respect to the granting of extensions beyond the one year limitation period. The Board rarely grants extensions for applications filed more than six months after the expiry of the limitation period.

Later, our investigator met with the Chairman of the Criminal Injuries Compensation Board. At that time the Board's discretionary power to disturb the one year limitation period was fully discussed and, in particular, it was considered in relation to the complainant's problem. The Chairman said the Board's policy in exercising this discretion is to direct its attention towards the applicant's reason for late filing as opposed to the particulars of the applicant's injury. He said that if the applicant's reasons appear to be realistic and valid, the Board will normally extend the time and grant the applicant a compensation hearing.

After careful consideration of the Board's decision in this particular case, we concluded that the decision not to extend the one year limitation period was fair. It appeared to be a fair and reasonable decision in view of the 6½ year lapse of time following the injury and also in view of the

reasons given for late filing. This particular complaint, therefore, was decided in favour of the Criminal Injuries Compensation Board.

A further issue arose out of the Ombudsman's intervention in this particular case. That issue related to the advisability of recommending that the Board give reasons in every case where an extension of the statutory limitation period is not granted. After a great deal of research, we decided that such a recommendation would impose a greater obligation on the Board than was imposed by the Statutory Powers Procedure Act. It was determined that an applicant has the right to request reasons from the Board in light of Section 17 of the Statutory Powers Procedure Act. It was agreed between the Ombudsman and the Chairman of the Criminal Injuries Compensation Board that in future cases brought to our attention where the Board declined to extend the limitation period, we would request from the Board the reasons why an extension had not been granted and review the adequacy of those reasons.

(8) SUMMARY OF COMPLAINT

A truck driver telephoned us and said that he had been stopped by the police and told that his driver's licence was under suspension due to a number of unpaid traffic fines.

He immediately went to Old City Hall and paid the outstanding fines. He then went to the Driver Control Office at Queen's Park with his receipt of payment and requested reinstatement of his driver's licence. He was told that his licence could not be reinstated until they received an order from the Provincial Court.

At this point, the complainant contacted us. The suspension of his driver's licence was a very grave concern to him because he feared he would lose his driving job.

The complainant was initially advised over the telephone by an investigator to go to the Ministry of the Attorney General, Default Fines Division. The trucker did so but was told that it would take about one week for his driver's licence to be reinstated. The complainant then came to our Office. Our investigator telephoned an official in the Default Fines Division and was able to persuade him to make an exception in this case due to the nature of the complainant's employment.

As a result of our intervention, the complainant's driver's licence was reinstated the next day.

(9) SUMMARY OF COMPLAINT

This complaint concerned a decision of the Land Compensation Board regarding compensation to be paid following the expropriation of a strip of property in King City by the Regional Municipality of York in 1968.

The complainant received compensation in the amount of \$2,200.00 but felt that he should have received \$30,000.00 not including the value of certain trees on the expropriated land. The complainant was unable to point to any evidence whatsoever to support this contention.

We initially advised him of his rights of appeal to the Ontario Court of Appeal under The Expropriation Act but this step was not taken by the complainant, and in fact the statutory time to have done so had elapsed before he approached the Office.

The transcript of the hearings before the Land Compensation Board was carefully studied as well as the files in the Board's office.

As a result of this investigation, we concluded that the Land Compensation Board had acted reasonably, based on the evidence before it in reaching its decision to award the complainant \$2,200.00. Therefore, no recommendation was made to the Land Compensation Board and a comprehensive final reporting letter was sent to the complainant.

(10) SUMMARY OF COMPLAINT

The complainant's daughter came to our Office in August, 1975, and asked us to investigate a complaint her mother was making against the Public Trustee. The daughter told us that in 1972 the complainant was committed under the Mental Health Act and was taken to the Queen Street Mental Health Centre. The daughter maintained that as her mother had been certified mentally incompetent, the Public Trustee must be held responsible for the robbery that occurred at her mother's house.

One of our investigators learned that after the complainant was first admitted and certified in 1972, a financial statement, which indicated no record of her home, was taken and forwarded to the Public Trustee. The Public Trustee then wrote to the complainant's daughter on four separate occasions and requested information about the complainant's assets including any real estate. However, no reply was ever received. When the Public Trustee received notice that the complainant had been discharged in October, 1972, they discontinued their involvement with the case.

The complainant was admitted for a second time to the Queen Street Mental Health Centre in March, 1974, but was

not certified mentally incompetent until April. In May, the Public Trustee received a financial statement indicating that the complainant's assets consisted of \$357.96 in cash, an envelope with 26 items of jewellery, 2 bank notes and a bundle of personal papers. The statement also contained a notation indicating "that according to our records, this person has no other assets". As the complainant's daughter was again known to be the responsible relative, the Public Trustee wrote to her in May and June of 1974 but received no reply.

In July, 1974, a social worker at the Queen Street Mental Health Centre contacted the Public Trustee and advised that the complainant's house had been broken into in April. The complainant's daughter contended that the Public Trustee was fully aware of her mother's house and that it should be responsible for all damages which occurred during this robbery.

Our investigator examined all the relevant records which the Public Trustee made available to him. It was evident that the first time the Public Trustee became aware of the complainant's house was in July, 1974. The complainant's daughter was advised that, in our opinion, she had been most unco-operative with the Public Trustee in not supplying any information about her mother's assets. As a result, the Public Trustee was not in a position to maintain the complainant's house and the daughter was told that had she replied to any of the Public Trustee's numerous requests for information, this situation would likely never have developed.

The Public Trustee was informed by letter that we did not feel that his Office could in any way be held responsible for damages resulting from the robbery.

(11) SUMMARY OF COMPLAINT

This complainant had several concerns, all of which arose out of his conviction on a charge of break and enter. The complainant stated that, in his opinion, the evidence at his trial was circumstantial and contradictory and he felt that his lawyer "sold him out" in return for a position on a municipal council. The complainant also indicated that he felt the police lied under oath and that the Judge was influenced during trial by a citizens' committee. The complainant said that his allegations were partly born out since the appeal from his conviction was granted. The complainant felt that the conviction was responsible for his being unable to find employment and requested our assistance in obtaining compensation for the time he spent in jail as well as for defamation of character. He also lodged complaints against the actions of his lawyer, the presiding judge and the police during his trial.

The complainant was advised of our function and the limitations placed upon us by The Ombudsman Act. In particular, the complainant was advised the the Ombudsman may only

"investigate any decision or recommendation made or any act done or omitted in the course of the administration of a governmental organization . . ."

He was also told that we cannot investigate the actions of judges or the functions of any court. The complainant was directed to present his complaint against his lawyer to The Law Society of Upper Canada, his complaint against the judge to the Ontario Judicial Council and his contention that the press should retract any false articles about him to the Ontario Press Council. As far as the question of compensation for the time he spent in jail was concerned, we suggested that he apply for legal aid to cover the cost of retaining a lawyer to pursue this aspect of his complaint.

The complainant was also advised that we could only investigate his complaints against the police after he had gone through the necessary police complaint procedures which were outlined to him.

(12) SUMMARY OF COMPLAINT

The complainant's husband was incarcerated at Bath Institution. He had been released on parole in late 1975 at which time he was under mandatory supervision. In December of 1975, he was charged with possession of stolen goods of a value under \$200.00 and his parole was therefore revoked.

In February of 1976, the complainant's husband was convicted of the above-mentioned offence and received a sentence of \$100.00 fine or thirty days imprisonment. The complainant's term of imprisonment as a result of his parole violation was to end on April 29th, 1976. On that date, the complainant's wife had attempted on a number of occasions to pay the \$100.00 fine that had been imposed on her husband as a result of the conviction for possession of stolen goods. She wanted to pay the fine to ensure his release on April 30th.

The complainant's wife, however, was unsuccessful in her attempts to pay the fine and was informed by the Provincial Court Office in York County and by officials at Bath Institution that neither one of these offices had authority to accept payment. As a result, she was informed that her husband would be required to serve the alternative thirty day sentence and would therefore not be released until late in May of 1976.

We initially advised the complainant to go to the Provincial Court Office in the Old City Hall and attempt to pay the fine there but the clerk refused to accept payment.

We then contacted nine different officials in an

attempt to solve the problem. In addition to these contacts, Section 21 of The Parole Act was researched with a view to determining how it applied to the complainant.

As a result of the investigation and research, we determined that the complainant should have been allowed to pay the \$100.00 fine to the Provincial Court Office, obtain a receipt, and upon presentation of this receipt to the officials at Bath Institution, obtain her husband's release. The Ombudsman contacted the Deputy Attorney General who intervened and instructed the Provincial Court Office to accept payment of the fine and issue a receipt to the complainant. Federal officials then made arrangements for the release of the complainant's husband upon the presentation of the receipt.

On April 30th, the complainant went to Bath Institution, presented the receipt and her husband was released.

(13) SUMMARY OF COMPLAINT

The complainant had received a notice in the mail from the Provincial Court, Criminal Division, in a certain town stating that her driver's licence would be suspended in 15 days if she did not pay a fine of \$13.00 for a speeding conviction. However, the complainant stated that she did not receive any speeding tickets in 1975 and had never been in that district. She also complained that when she contacted the court, she was treated rudely by a court official.

One of our investigators contacted the Ministry of the Attorney General, advised them of the complainant's problem, and was subsequently advised that the complainant's problem was a case of mistaken identity. Apparently, someone with the same name and with a date of birth only two days away from the

complainant's birthdate should have been charged. This person, however, did not have a driver's licence and the computer therefore attributed the charge to the complainant instead. The Ministry also advised that the court official in the town is usually quite a helpful person but that in this case she, unfortunately, suffered a loss of temper. A letter of apology was sent to the complainant from the court official.

(14) SUMMARY OF COMPLAINT

This complainant wanted to know why the summons he had paid in March, 1976 had not been cancelled with the Summons Bureau.

The complainant was clearly annoyed that he was still receiving notification that this summons had not been paid. The complainant had even paid a lawyer \$35.00 to sort out the matter but it was still not settled.

Although we did not have jurisdiction in this matter, inquiries were made on the complainant's behalf. The Summons Bureau was contacted and the clerk there checked the complainant's file. The clerk told our investigator that the summons had been cancelled and if the complainant experienced any further problems, he should contact the Summons Bureau. The complainant was immediately advised that the appropriate office had been contacted and the matter had been resolved.

(15) SUMMARY OF COMPLAINT

The complainant asked us to help her obtain transcripts of an examination for discovery necessary to her divorce proceedings. The transcripts had originally been requested in the autumn of 1974 and their failure to arrive meant that the

complainant's divorce proceedings were postponed seven times.

We had no jurisdiction in this matter but an investigator contacted the Court Reporter Administrator of the Ministry of the Attorney General who told him that because the court reporter concerned worked on a freelance basis, he had been out of the Province on various assignments. Our investigator was assured, however, that the transcripts would be prepared and sent to the complainant within three weeks.

(16) SUMMARY OF COMPLAINT

The complainant was involved in a law suit with the City of Toronto as a result of an accident that occurred when she fell on some upturned pavement and fractured her wrist. The complainant had initially received legal aid to take the matter to trial but she lost the case. Her subsequent application to legal aid to appeal this decision was rejected.

The Ombudsman did not have jurisdiction to deal with this case but one of our investigators spoke to officials at legal aid and, as a result of this conversation, they indicated that the complainant would likely qualify for legal aid. We advised the complainant of this fact and also told her to contact us again if she had any further problems.

MINISTRY OF COLLEGES & UNIVERSITIES

(17) SUMMARY OF COMPLAINT

The complainant was an apprentice motor vehicle mechanic and under The Apprenticeship and Tradesman's Qualification Act, an apprentice is required to work the same hours as the journeyman with whom he works. His salary is determined as a percentage of what a journeyman earns depending on what period of training the apprentice is in. At the time of his employment, he was earning \$3.84 per hour which was 80% of the journeyman's rate. After several months, his employer asked him to switch to a flat-rate system of pay whereby rather than being paid \$3.84 per hour for the number of hours he was at the shop, he would be paid \$5.50 per hour for his actual hours of labour. The nature of the complaint was that the complainant was only being paid for actual hours that he worked on mechanical problems rather than the number of hours he spent in the shop. This resulted in a substantial decrease in salary.

The complainant's apprenticeship counsellor was interviewed and advised us that a \$5.50 wage was quite adequate. He added that the flat rate system of pay is wide-spread in most garages and dealerships and entirely acceptable as far as he knew since he had received no other complaints. The Administrator for Training Operations also confirmed that there had been no previous complaints with respect to this system. He stated that he would request a complete report from his area representative on the matter of the worker's hours and salary.

When the report was received, he indicated that he would make an effort to obtain back pay for the complainant despite the fact that the complainant's contract with the dealership ended over a year ago. Soon after, he told us that the complainant's previous employer would give him \$344.29 in back pay. This amount was based on calculations

of the complainant's clocked hours as opposed to his actual hours of production. As such, the cheque was for an even larger amount than would be expected if the amount were based on the minimum wage specifications for the number of hours spent at the shop while not on production.

(18) SUMMARY OF COMPLAINT

An American citizen who was engaged to a Canadian citizen and planned to marry on May 30, 1976, was interested in becoming an elementary school teacher. She and her fiancé visited a number of Teacher Education Colleges in August, 1975, to determine what requirements and procedures were necessary for the complainant's admission.

They visited the Faculty of Education at Brock University at which time the complainant was interviewed by the Registrar. She was told that her admission would depend upon proof of graduation and proof of Landed Immigrant Status. When the complainant informed the Registrar that she would not be granted Landed Immigrant Status until her marriage, she was told that she could apply to the Faculty of Education prior to receiving Landed Immigrant Status and receive a conditional acceptance.

The complainant then visited the Hamilton Teachers' Education College and spoke to an official in the Admissions Office who informed her that the Hamilton Teachers' Education College had the same two requirements for admission as the Faculty of Education at Brock University.

The complainant decided to apply to the Hamilton Teachers' Education College and did so on March 23, 1976. She accompanied her application with a letter from the Canadian Consulate stating that all her documents were in

order and that Landed Immigrant Status would be granted immediately upon proof of her marriage to a Canadian citizen. On April 16, 1976, the complainant received a letter from the College informing her that as she did not have proof of Landed Immigrant Status, she could not be considered for admission to the College.

As a result of this letter, the complainant's fiancée immediately telephoned the Registrar of the College and was told that the complainant could reapply when she had received Landed Immigrant Status after her marriage. He was also informed that in all probability the College would have already accepted its quota by then.

In addition to contacting our office, the complainant also brought her problem to the attention of her fiancée's M.P.P., Dr. Stuart Smith, Leader of the Liberal Party. Dr. Smith wrote concerning this problem to the Minister of Colleges and Universities and sent a copy to our office.

One of our investigators interviewed the complainant, her fiancée, the Director of Teacher Education and Certification Branch of the Ministry of Colleges and Universities, three educational officers from the Ministry and the Principal of the Hamilton Teachers' Education College.

The complainant and her fiancée both emphasized to our investigator that if they had been aware of the policy that a conditional acceptance could not be granted in her case, they would have married several months earlier than they did.

The Ministry's position was that since the obtaining of Landed Immigrant Status was a lengthy and unpredictable process, the college was not willing to accept an applicant unless the Landed Immigrant Status had already been obtained.

The Ministry took this position notwithstanding the fact that the complainant had enclosed a letter from the Canadian Consulate in Chicago explaining that her Landed Immigrant Status would be granted immediately upon proof of marriage. We also discovered that the Hamilton College had accepted their full quota of students and already had a long waiting list. Our investigator was told that the complainant could not even be considered for the waiting list as it only included students who had applied with complete documentation.

Our investigation revealed that the usual policy in the past required students to prove their Landed Immigrant Status on the first day of term. However, this procedure was altered in 1976 when it was decided that applicants must prove their Landed Immigrant Status upon application for admission.

As a result of our investigation, we decided that the decision to deny the complainant's admission to the Hamilton Teachers' Education College was unreasonable. Accordingly, we sent a letter to the Deputy Minister of Colleges and Universities on June 25, 1976 recommending that the complainant's application be given first consideration should an opening become available at the College.

On July 9, 1976, we received a letter from the Deputy Minister indicating that the complainant had been admitted to the Hamilton Teachers' Education College on June 14th. The letter also said that the complainant's admission was made purely on the basis of admission policies and had not been a result of our intervention.

When our investigator contacted the complainant to confirm that she had been admitted to the College, the complainant said she had received her Notice of Admission to the College by a letter dated June 15th. However, she said that the letter was post-marked June 28th and received by her on June 30th.

MINISTRY OF COMMUNITY & SOCIAL SERVICES

(19) SUMMARY OF COMPLAINT

The complainant in this case was medically unfit to work and had no income. He was the father of two small children, the youngest of which was only 6 weeks old. There was apparently no food in the house at the time that the father sent us an urgent letter for help.

Our investigator contacted the complainant and his family to confirm their status. He was told that there were no groceries in the house at that time and there was very little milk left for the six-week old baby. The investigator first contacted the Field Director for Nipissing District Social Services. The Field Director said that he was familiar with the complainant's family but that he was unaware of their present predicament. He advised us that he would see to it that the complainant's family was provided with sufficient food and supplies to last them until the next week when more appropriate arrangements might be made.

Our investigator then contacted an official of the Unemployment Insurance Commission in North Bay who said he would arrange for a medical examination of the complainant to enable the Unemployment Insurance Commission to make an assessment of his physical status with a view to providing him with unemployment insurance benefits.

The Investigator subsequently contacted the complainant and was informed that the family had received a number of cheques from the Welfare Office in North Bay since our intervention. At a later date, our investigator confirmed that the complainant had qualified for unemployment insurance and was receiving benefits.

(20) SUMMARY OF COMPLAINT

This problem came to our attention at the Kitchener-Waterloo private hearings in January. The complainant was the father of a mentally and physically retarded 34-year old son who was confined to a wheelchair.

The complainant and his wife had made numerous attempts to have their son admitted to a residential centre but they had not been successful. The son had been admitted to the London Psychiatric Hospital on several occasions. The complainant asked us to investigate the handling of his son's case because he felt that the assessments at the homes where admission was sought had been unfair.

One of our investigators visited the London Psychiatric Hospital and the two residential centres. It was clear from the investigation that the assessments by these homes had been carried out very thoroughly but that the application for admission had been turned down because the existing facilities at these centres could not accommodate the son's mental and physical handicaps. We learned that there had been an attempt to steer the parents towards having their son admitted to the Oxford Regional Centre because it was felt that this Centre could offer the long term care required.

Our investigator contacted the Adult Protective Worker from the Ministry of Community and Social Services, told her about the case and advised that our Office would refer the complaint to her. The complainant was advised of the referral and asked to contact the Adult Protective Worker in Waterloo.

Later, the Adult Protective Worker told us that the complainant's son would be considered for admission to a new home in Elmira.

(21) SUMMARY OF COMPLAINT

This GAINS program benefit recipient had been classified under this program as permanently unemployable, but she had made a number of attempts to be reclassified as a permanently disabled person--a classification that would make her eligible for increased benefits.

Our Director of Investigations investigated this complaint and determined that the complainant might be justified in her request to be classified as a permanently disabled person. Various officials within the Ministry of Community and Social Services were contacted and the Ministry agreed to review the woman's situation.

She was subsequently reclassified as a permanently disabled person.

(22) SUMMARY OF COMPLAINT

This complainant was permanently disabled and his wife was also disabled and receiving medical care for cancer.

The complainant had applied for Provincial Benefits but was turned down because he and his brother jointly owned some land. The land they owned was land other than that on which the complainant resided.

An investigator interviewed the complainant who said that the property had at one time adjoined the property on which his house is presently located. Apparently, the property had never been examined by any official from the Ministry of Community and Social Services.

Our investigator visited the property, prepared rough diagrams, then contacted officials of the Social Assistance

Review Board and reviewed the complainant's file with them.

After considering all the facts, we recommended that the complainant be granted a Provincial Benefit due to his permanent disablement.

The Provincial Benefits Branch agreed to make benefits available on the understanding that if the property was ever sold, the Ministry would be reimbursed for the benefits they had paid to the complainant.

(23) SUMMARY OF COMPLAINT

This complainant was receiving benefits under the Family Benefits Act totalling \$552.00 per month. While she was receiving these benefits she obtained part-time employment and when this job ended, she received unemployment insurance benefits.

The fact that she had been employed and also receiving unemployment insurance benefits had not been brought to the attention of the Ministry. When the Ministry found out, it calculated that over a period of six months the complainant received \$1,631.00 in benefits over and above the amount to which she was entitled.

When the Ministry discovered this fact, the complainant was told that the Ministry would recover this over-payment at the rate of \$10.00 per month. (It will take about 13½ years for the Ministry to be fully reimbursed for the over-payment.) We decided that the complainant may well have been less than frank in her attempt to secure money from the public coffers. As a result, having considered all the facts and the relevant law, we determined that the Ministry's action was fair. The complainant was advised by letter that the Ministry was obliged

by law to take the steps that it had taken and, in our opinion, the Ministry's actions could not be considered to be unreasonable. We advised the complainant that if her economic circumstances changed substantially, she could request a review of her application with a view to possibly increasing her allowance.

(24) SUMMARY OF COMPLAINT

The complainant presented her problem on behalf of her father who was extremely ill with Parkinson's disease. The complainant's problem concerned her father's monthly \$407.00 Disability Pension under the "GAINS" Program of the Family Benefits Act.

In the summer of 1975, the roof of his house began to leak in four places. He applied to the Director of Provincial Benefits Branch for further financial assistance to enable him to make the necessary repairs--\$900.00 to fix the roof and \$420.00 to paint the house--but the Director denied the application.

We told the complainant that her father could appeal the Director's decision by requesting a hearing before the Social Assistance Review Board. One of our investigators attended the hearing as an observer on December 4, 1975. The appeal was rejected by the Board because it felt that the complainant's father should have been able to manage the cost of the repairs himself.

The complainant then returned to our Office for further help. Another investigator took over the file and contacted both the complainant's field worker and also the Assistant Director for the Provincial Benefits Branch of the Ministry.

We determined that Regulation 25(1) of the Family Benefits Act permits the Director to authorize funds for preservation and maintenance of housing where it is deemed to be necessary and reasonable. This may be included in the monthly allowance paid or it may be paid in a lump sum depending on the circumstances of the case.

As a result of our investigation, we found that the complainant's father was not receiving a monthly amount for his "shelter shortfall allowance". This allowance would have covered the cost of the repairs to the roof. This matter was brought to the Ministry's attention and officials then told us that the reason he had not received this allowance had been due to an oversight. The Ministry told us that the complainant's father would now receive the extra allotment which could be used for the repairs to his roof.

MINISTRY OF CONSUMER & COMMERCIAL RELATIONS

(25) SUMMARY OF COMPLAINT

The complainant in this case was a permanent employee with the Liquor Control Board of Ontario from 1965 to 1971. At the end of 1970 and throughout 1971, the complainant underwent three serious operations and, as a result, was absent from work for a considerable length of time. The complainant's employment was terminated in 1971 because the Board took the view that he had abandoned his position since his store manager was unable to contact him after numerous attempts. The Board said he was dismissed because it was unable to receive an explanation for his absence.

An investigator examined the store manager's annual recommendation of store personnel. He noted that the complainant was regarded as a capable and willing worker and one who performed his duties satisfactorily. The complainant was always given a good report as well as periodic salary increases from 1966 to 1970.

The complainant's explanation was that although he had not personally contacted the store manager when he underwent hospitalization, his wife contacted the Board's personnel department and told officials he was in hospital. The complainant's wife also wrote a letter to the Board outlining the same facts.

We concluded that the Board should have known of the complainant's whereabouts and his health problems. After the complainant's employment was terminated, his sister wrote a letter to the Board's Employees' Association attempting to explain the complainant's situation. Notwithstanding this letter, the Board would not alter its position.

The complainant sought legal advice in 1972 to find out whether he had a right of action against the Board. He

was advised that any cause of action he might have was statute-barred. The Board's Employees' Association did not file a grievance on the complainant's behalf under the collective agreement then in existence between the Board and the Employees' Association. The reason why the Employees' Association did not file a grievance is unclear. Therefore, the complainant's dismissal was never the subject of a grievance and, accordingly, was never considered under the grievance machinery provided for in the collective agreement.

Officials of the Board indicated that the complainant was invited to return to the Board's Head Office at which time he was told that he would be considered for re-employment if he met the health requirements. In December of 1971 the complainant was examined by the Board's doctor who did not consider him fit for work. He was given another appointment for January, 1972.

When the complainant reported for that medical examination, he became somewhat abusive and refused to be examined. The complainant indicated that the reason he had acted in this manner was because the doctor had advised him that his employment status would not be determined by the examination.

From 1973 to 1975 the complainant worked at a variety of part-time jobs.

As a result of our investigation, it appeared to us that the reason the store manager had not been aware of the complainant's health problems was likely caused by a breakdown of the Board's internal communications. After considering all the facts of the case, we came to the conclusion that the complainant was unjustly dismissed and recommended that he be subjected to a physical examination by a general practitioner chosen by our office. We also recommended that if the complainant passed the medical examination, we would recommend

that he be reinstated in the Metropolitan Toronto area as a liquor store clerk at the appropriate salary and that the benefits of seniority which had already accrued to him prior to his termination of employment be added to those benefits which he would enjoy upon his retirement.

The complainant was examined by a family physician in May, 1976. The complainant passed the examination and the doctor's report was sent to the Board in June, 1976.

The Chief Commissioner for the Board wrote to the Ombudsman in June, 1976, saying

"after careful consideration the Executive Directors of the Board have agreed to reinstate the complainant to his former position in accordance with the recommendation of your report of April 26, 1976 as soon as it is reasonably possible."

(26) SUMMARY OF COMPLAINT

A businessman had built a banquet hall in Wallace Township in 1972 but was unaware that the Liquor Licence Board of Ontario regulations did not permit the issuance of special occasion permits for banquets in a dry area such as Wallace Township. The success of the complainant's business depended on his being able to rent the banquet hall to social organizations which require a bar.

In early 1974, steps were taken to have his property annexed to the Town of Palmerston. After the annexation of the property was approved, a liquor vote was held and the issuance of special occasion permits was approved. However, the annexation of the property was finalized after the liquor vote and the L.L.B.O. would not recognize the vote. It became necessary for another liquor vote of the annexed area to be

held but the L.L.B.O. would not permit another vote until December, 1977.

One of our investigators contacted the L.L.B.O. and outlined the complainant's problem. The L.L.B.O. agreed to look into the matter. The Ministry of Consumer and Commercial Relations agreed to draft a regulation which would exempt the complainant from having to wait three years for another liquor vote.

In March, 1976, we were informed that the complainant's premises are now eligible for a liquor licence without the necessity of holding a local option vote as required by the Liquor Licence Act.

(27) SUMMARY OF COMPLAINT

The complainant in this case had been involved in an automobile accident in 1972. The accident had been his fault, but he was not insured.

In 1975, he was informed that his driver's licence had been suspended because he had defaulted on payment to the Motor Vehicle Accident Claim's Fund. The complainant's contention was that he had not received any prior notification concerning the judgment against him.

One of our investigators spoke to the Claim's Supervisor of the Motor Vehicle Accident Claim's Fund. He examined the records and noted that they had sent two registered letters to the complainant, neither of which had been returned. He also examined an application form completed by the complainant in 1975 outlining a proposal of repayment to the Ministry.

As a result of our investigation, it was obvious that the complainant had received notification of the judgment.

The complainant said the reason he had defaulted on his payments was because he was unemployed. Our investigator suggested that he proceed under Section 6(12) of the Motor Vehicle Accident Claims Act and file a new proposal to reduce his monthly payments. The complainant followed this advice and the Ministry agreed to accept his lower payments.

(28) SUMMARY OF COMPLAINT

This complainant felt there was excessive noise emanating from his vehicle's drive train.

The complainant had appealed to the Consumer Protection Bureau of the Ministry of Consumer & Commercial Relations to investigate the case on his behalf. This had been done by the Ministry but the complainant was not satisfied with the results of their investigation.

He asked us to investigate the way the Ministry had handled his complaint. Our investigator reviewed the Consumer Protection Bureau's file on the matter and it became apparent that although the Consumer Protection Bureau's action had been adequate, one avenue that might have been explored was to assign an investigator to meet the dealer who had sold the car to the complainant.

Our Director of Investigations contacted executives at the automobile manufacturing company and explained the problem the complainant was facing with his car. They appeared quite familiar with this case stating they had already gone the third mile in attempting to resolve the complainant's problem. Our Director of Investigations asked them if they would go the fourth mile and abide by the results of a road test by an independent dealership of our own choosing. This was agreed.

The complainant assured us that if the results of the

road test did not support his allegations against the car dealership, he would be satisfied and would not pursue the matter further.

The vehicle was subjected to a road test in the presence of our Director of Investigations. The opinion of the expert who conducted the test was that in view of the age of the vehicle, the number of miles registered on the odometer and the apparent lack of proper maintenance of the vehicle the car was operating as well as could be expected under these circumstances.

The complainant was informed of the results of our investigation and, in particular, that it was our view that the Consumer Protection Bureau had acted in a reasonable manner in handling his case and, further, we had concluded that his allegations concerning his motor vehicle were not well founded.

The complainant became very agitated and annoyed with these findings and stormed out of our Office indicating that he would take the matter to court.

(29) SUMMARY OF COMPLAINT

The complainant was involved in a motor vehicle accident with an uninsured driver. His automobile had to be sent to a body repair shop but the shop took a week longer to fix the car than had originally been anticipated. The complainant felt that the Motor Vehicle Accident Claims Branch owed him \$60.00 for one week's additional car rental.

One of our investigators interviewed the Senior Claims Supervisor with the Ministry and the Director of the Motor Vehicle Claims Branch and the complainant's case was

reviewed. The complainant's insurance company had advised him to accept the settlement from the Motor Vehicle Accident Claims Branch and they also told him that they felt that the Accident Claims Branch had been very generous. We found that no action could be brought against the uninsured party as the limitation period for instituting a civil action had expired.

We concluded that the original settlement offered by the Motor Vehicle Accident Claims Branch had been fair and reasonable. We also concluded that the Motor Vehicle Accident Claims Branch had properly handled the complainant's case.

(30) SUMMARY OF COMPLAINT

This complaint originated with the receipt of a letter accompanied by a copy of the verdict of a coroner's jury respecting an inquest into the death of a young child. The coroner's jury found that the child had

"met her death accidentally due to a
fall through a screened window of the
fifth floor building."

The child was the 11th youngster to die in this manner in recent years. The coroner's jury recommended that legislation be enacted by the Provincial Government in an attempt to prevent the occurrence of similar accidents in the future. The coroner's jury also recommended that this matter be brought to our attention.

Our Director of Research attended a meeting with provincial, municipal and private representatives where the feasibility of the use and installation of window guards and screens on high-rise apartment buildings was discussed. At a later date, both he and our Assistant Director of Research met with the Executive Director of the Technical Standard's

Division in the Ministry. They discussed this problem in detail and considered the way in which the Ministry intended to deal with the problem.

The Ontario Building Code deals effectively with the problem in relation to new buildings but not to existing ones.

We were told that the Ministry was awaiting passage of the National Fire Code before preparing an Ontario Fire Code which would attempt, among other things, to address itself to this problem. The Ministry indicated that it preferred to proceed in this manner rather than on a "crisis to crisis basis". The reason for this approach is to provide uniformity throughout the Province and thus enhance the possibility of enforcement of the Fire Code. Since it may be some time before the Fire Code is drafted and proclaimed law, we felt that consideration should be given by the Municipalities of the Province to the passing of Housing Standards By-Laws pursuant to Section 36 of the Planning Act dealing with window safety. This would, of course, be an interim remedy until the new Ontario Fire Code becomes law.

We sent a letter outlining the results of our research into the problem and our recommendations to the Honourable Darcy McKeough, Minister of Treasury, Economics and Intergovernmental Affairs. Mr. McKeough is also Chairman of the Provincial-Municipal Liaison Committee. We suggested that he bring this matter to the attention of the Municipalities at the next meeting of the Provincial-Municipal Liaison Committee. We sent copies of this letter to the Minister of Consumer and Commercial Relations and the Minister of Housing.

Mr. McKeough's reply assured us that he would urge the Provincial Committee to express to the Municipalities the need for a Housing Standards By-Law dealing with this particular problem.

(31) SUMMARY OF COMPLAINT

This complainant wished to have his birth certificate amended to reflect the results of a sex change operation. Two years prior to lodging this complaint, the complainant, through his solicitor, had been successful in obtaining a Court Order that changed his then female name to a male name. The Deputy Registrar General noted the change of name on the birth registration and a birth certificate was issued in the name of the complainant in accordance with Section 26 of the Vital Statistics Act. The birth certificate, however, still designated the complainant's sex as female rather than male. The complainant's solicitor wrote the Deputy Registrar General of the Ministry requesting that the sex designation on the birth certificate be changed to male. The complainant's solicitor was told that this would not be done since there was no provision for such a change under the Vital Statistics Act.

Before contacting us, the complainant had brought his problem to the attention of M.P.P.'s Albert Roy (Liberal - Ottawa East) and Evelyn Gigantes (N.D.P. - Carleton East).

Our Director of Research examined the provisions of the Vital Statistics Act and communicated with the Ombudsman or Acting Ombudsman for the Provinces of Alberta, Saskatchewan and New Brunswick. He also spoke with the Secretary to the Psychiatrist in charge of the Gender Identity Clinic of the Clarke Institute of Psychiatry in Toronto and met with Ministry officials. We concluded that since there was no provision in the Vital Statistics Act which would allow a change in the sex designation on the complainant's birth certificate to bring it into conformity with his present sexual status, the Ministry had acted properly and in accordance with the law when it refused the complainant's request. However, in our opinion, it was apparent that the decision not to change the sex designation on the birth certificate was made in accordance with a law or Act that, in the words of Section 22(1)(b) of The Ombudsman Act

"was unreasonable, unjust, oppressive or improperly discriminatory".

Our opinion was supported by the fact that the legislators of four Provinces--British Columbia, Alberta, Saskatchewan and New Brunswick--had passed amendments to their vital statistics legislation to allow registrations and birth certificates to be changed for persons who have undergone transsexual surgery. In particular, The Health Act of New Brunswick was so amended directly as a consequence of that Province's Ombudsman's recommendation in 1975.

With both the Deputy Registrar General and the Assistant Deputy Registrar General receptive to the necessary legislative amendment being made, we sent a letter to the Deputy Minister of Consumer and Commercial Relations recommending that all necessary steps be taken to draft an amendment to the Vital Statistics Act which would enable the Registrar General to change the sex designation on the registration and certificate of birth of those persons who have undergone transsexual surgery. We subsequently received word from the Deputy Minister informing us that a policy submission was being prepared for the Justice Policy Field and, if approved, an amendment to the Vital Statistics Act would be drafted.

(32) SUMMARY OF COMPLAINT

The complainant contacted us with the hope that we could help him to obtain a licence to solemnize marriages on an independent basis. He had been removed from the rolls as a Minister of the United Church of Canada.

The Solicitor for the Ministry of Consumer and Commercial Relations explained the Ministry's procedure with respect to the revocation of licences to solemnize marriages.

We therefore advised the complainant that the Ministry revokes licences to solemnize marriages only after the names of those persons who have become disassociated with a particular religion are submitted by the governing church body. This was done in the complainant's case. We also advised the complainant that, in our opinion, the Ministry was completely justified in the manner in which the matter was handled and that revocation of the complainant's licence was in accord with the provisions of The Marriage Act.

We suggested to the complainant that a possible solution to his problem would be to approach the United Church about the possibility of being reinstated in that religious body. He would, in this way, be able to have his licence renewed to solemnize marriage.

(33) SUMMARY OF COMPLAINT

The complainant contacted us to investigate an order of the Ontario Securities Commission upholding a ruling of the Toronto Stock Exchange. The complainant wished to have the endorsement on the order amended so that it would read that he had "appealed on his own behalf". He also requested the return of certain material submitted by him to the O.S.C. A letter from the O.S.C. to the complainant indicated that they had searched their files and they had no material other than that which had already been returned.

The Vice-Chairman of the O.S.C. wrote to us and said that the complainant, although he was not represented initially by counsel, was accompanied at the hearing by a friend who was a lawyer. He also said that during the hearing the complainant was making critical and damaging admissions and the O.S.C. felt it would be in the complainant's best interest if the lawyer accompanying him would consult with him and determine if the

complainant was prepared to have the lawyer represent him as counsel at the hearing. The record of the hearing shows that the complainant consented.

We contacted the Vice-Chairman again at which time he said he would be willing to discuss this matter further with the complainant in order to explain why the statement "submissions were made by counsel" was included in the O.S.C. order. He also indicated that if the complainant specified the information he wanted from the O.S.C. file, photocopies would be made available.

We explained to the complainant that since the lawyer had participated in his appeal proceedings, it was proper that the statement "submissions were made by counsel" was included in the final order. We also explained that the Vice-Chairman of the O.S.C. had indicated a willingness to discuss this matter further with him and to provide photocopies of any information in the O.S.C.'s possession in which the complainant was interested.

Unfortunately before we could proceed any further with this investigation the complainant died.

(34) SUMMARY OF COMPLAINT

This complainant alleged that he was not notified of any court proceedings surrounding an automobile accident claim.

One of our investigators contacted officials in the Motor Vehicle Accident Claims Branch and found that the complainant received a writ from the plaintiff's solicitor and took it to the Motor Vehicle Accident Claims Branch where he signed a statement outlining the circumstances of the accident. This

complainant, an uninsured motorist, alleged that the Ministry did not notify him of any court proceedings against him surrounding the automobile accident claim before settling the claim on his behalf.

One of our investigators contacted officials in the Motor Vehicle Accident Claims Branch and found that the complainant had been served with a writ by the plaintiff's solicitor and took it to the Motor Vehicle Accident Claims Branch where he signed a statement outlining the circumstances of the accident.

A year later a settlement was agreed upon between an independent adjuster acting for the Ministry and the solicitor acting for the plaintiff. Officials at the Ministry had explained to the complainant in detail what transpired in cases such as his where the matter is settled out of court by way of a consent judgment.

We concluded that the Ministry could not be faulted for their conduct and so notified the complainant.

MINISTRY OF CORRECTIONAL SERVICES

(35) SUMMARY OF COMPLAINT

This complainant was an inmate at Maplehurst Correctional Centre. His problem was brought to our attention by his lawyer. The complainant's problem related to his sentence which originally was:

- (1) Two concurrent sentences of 6 months each on charges of uttering a false document
- (2) Two years imprisonment consecutive to any other sentence for break and enter.

In total, therefore, he was originally sentenced to 2½ years imprisonment and was sent to the Federal Penitentiary System and incarcerated at Warkworth Institution. The complainant appealed his sentence of two years to the Ontario Court of Appeal. The appeal was successful and the sentence was reduced to 9 months imprisonment consecutive to any other sentence. Since this reduced the complainant's total sentence to 15 months, he was transferred to a Provincial Correctional Institution--Maplehurst Correctional Centre.

The complainant's problem concerned an error on his Warrants of Committal. The Warrants indicated that the two 6 month sentences that he had received on the uttering charges were consecutive. This error caused the officials at the Institution to calculate his sentence as being a total of 21 months. Therefore, although the complainant should have been released at the time his problem was brought to our attention, he was still being detained.

The complainant's lawyer gave us a copy of the Appeal Book which had been filed with the Ontario Court of Appeal and a copy of the transcript of the reasons for sentencing of His Honour Judge Peter Wilch. We also obtained a copy of the Ontario Court of Appeal's order reducing his sentence. The Deputy Minister of Correctional Services was contacted

immediately, the problem was outlined and the above-mentioned material was delivered to him. After reviewing the documents, the Ministry officials were in agreement with our Office that the committal documents were in error and that the two 6 month sentences on the uttering charges were concurrent rather than consecutive. The same day that we brought the problem to their attention, the Ministry officials told us that the complainant had been released from Maplehurst as a result of our intervention.

(36) SUMMARY OF COMPLAINT

This matter was brought to our attention by the complainant's son who told us that the complainant was serving a six-month jail sentence. A condition of the sentence was that he would be permitted day parole after three months. The day parole should have commenced on June 21st, 1976, the time at which this complaint was made. The complainant's son told us that his father had been transferred from Burtch Correctional Centre to a community resource centre in Dundas. For some reason unknown to the officials of the Ministry, the manager of the community resource centre insisted that the complainant take antabuse. The complainant objected as he felt that it was an invasion of his civil rights since there was no indication that he had an alcohol problem. The complainant's position caused friction with the manager of the community resource centre and the complainant was returned to the Hamilton Jail and his day parole was cancelled. It appeared that he would have to serve the remainder of his sentence without further parole.

The complainant remained at the Hamilton Jail for some time until he requested a return to Burtch so that he could participate in their programs. He was still at Burtch when our investigation began.

The cancellation of the complainant's parole privileges created an immediate crisis in his family. He had worked for a manufacturing company for 27½ years and had been advised that unless he returned to work on June 21st, 1976, he would be fired.

Aware of the great urgency of this matter, one of our investigators immediately contacted Burtch and then spoke with the Superintendent at his home. He volunteered to go to Burtch, examine the complainant's file and, if necessary, interview him. The Superintendent called back two hours later after reviewing the complainant's file and speaking with him. He had also contacted the complainant's union steward who advised him that the complainant's name was not on the list of workers who were supposed to start on the morning shift on June 21st. The union steward told the Superintendent that he would arrange for the complainant to start work on the afternoon shift. The Superintendent immediately granted the complainant a five-day temporary absence program pass in the hope that a permanent day parole would be obtained before the end of the five days.

We then contacted the complainant's family and told them of the action taken on the complainant's behalf. We advised them that we would also try to clear up the problem about the complainant's day parole privileges.

Subsequently, our investigator contacted the head of the community resource centre for the Ministry. He said that he was aware of the complainant's situation and agreed that it would not be advisable to return the complainant to the community resource centre in Dundas. He understood that the complainant would be transferred to the Hamilton Jail to work on his temporary absence program. On June 23rd, we contacted the Hamilton Jail and our investigator was advised that the complainant had returned to work on June 21st and that the Ministry had approved his permanent working temporary absence program.

However, one of the conditions stipulated by the complainant's employer in order for the complainant to continue working for them was that he make every effort to pay \$5,000.00 fine he owed as a result of his conviction. The authorities at the Hamilton Jail, the complainant and the company officials agreed that the complainant would pay \$25.00 per week towards the fine with the rest of his earnings going to support his family. The end result of this payment program would mean that the complainant's discharge date would be earlier due to the pro-rating of his sentence.

(37) SUMMARY OF COMPLAINT

An inmate of Millbrook Correctional Centre asked us to help him with the calculation of his sentence. He had been convicted of being unlawfully at large in July, 1974, and had received a sentence of 3 months concurrent to the sentence he was then serving. He claimed that the Ministry incorrectly calculated his release date because they were considering his sentence for being unlawfully at large as consecutive rather than concurrent.

Our investigator examined the complainant's file at Millbrook and determined that his information was correct. Ministry officials, however, indicated that although the complainant had been sentenced to concurrent time by the Judge on the conviction for being unlawfully at large, the sentence was being treated as consecutive. According to Section 137 of the Criminal Code any sentence for escape must be served prior to the continuation of the original sentence. The investigator raised the question of the Judge's intent in sentencing the complainant to a concurrent term and asked the Ministry official whether this fact had been considered when the complainant's sentence was computed. The official said that he would discuss the case further with the Ministry's legal advisor.

We were later advised that the Ministry had reconsidered its position and had decided to follow the order of the Court with respect to the complainant's sentence. Accordingly, the complainant's release date was changed to reflect the fact that he was now considered to be serving a concurrent sentence.

As a result of this investigation, the Ministry changed its policy regarding the computation of escape sentences. The Ministry now takes the position that when a warrant of committal for a conviction on a charge of escape or being unlawfully at large specifies that the sentence is to be concurrent, the sentence will be concurrent to the sentence the person was serving prior to the escape.

(38) SUMMARY OF COMPLAINT

The complainant was serving a life sentence for murdering his wife and was in the Sarnia Jail awaiting a new trial. He wanted our help in obtaining permission to visit with his five year old daughter outside of the institution. His daughter was living in a city in the United States with his sister who was applying to adopt the child.

Our investigator met with the Superintendent of the jail to determine whether special permission could be granted to the complainant. The Superintendent said that the Ministry's policy is that children or infants are permitted to visit an inmate at an institution subject to the Superintendent's discretion. He indicated that special arrangements had been made in the past for the complainant's fifteen year old son to visit his father but the results of that visit were negative. The Superintendent said that only in exceptional circumstances is permission granted to an inmate to have a visit outside of the institutional setting and he did not feel that the complainant's request fell into this category.

The investigator also contacted the Deputy Minister and asked that a further review of the Superintendent's decision be made. He advised us that the complainant's daughter lived in the United States with her aunt who apparently accepted responsibility for the child on the understanding that she would have no further contact with her father and would become a United States citizen. Furthermore, the local police had said that they would not accept responsibility for any problems that might develop if the Ministry granted permission for such a visit. Considering these factors, the Deputy Minister said that in light of the seriousness of the complainant's sentence, the Ministry's opinion was that approval of his request would not be in the best interest of the child or the community.

The complainant was advised why his request could not be granted and we indicated that we felt the Ministry's decision was reasonable under the circumstances.

(39) SUMMARY OF COMPLAINT

An inmate at the London Jail asked that we assist her in forwarding a letter to her common-law husband who was an inmate at the Woodstock Jail. One of our investigators contacted the Superintendent of the London Jail and he told the investigator that he had no objection to allowing written communication between inmates if it was, in his opinion, to maintain contact between a man and wife or a man and a woman in a common-law relationship. A letter confirming the results of the investigation and the discussions with the Superintendent was forwarded to the complainant.

(40) SUMMARY OF COMPLAINT

This complainant asked that we intercede on his behalf to arrange for his transfer from the Whitby Jail to the Oshawa General Hospital. Before being incarcerated, he had injured his foot. An orthopaedic specialist had suggested surgery to correct the problem and had put him on a waiting list. The complainant asked the Superintendent of the jail to transfer him to the Oshawa General Hospital to have the surgery but the Superintendent had refused the request.

The Superintendent told our investigator that it was the jail's policy that to prevent delays in court proceedings, medical and surgical treatment is arranged only if a doctor indicates that the problem should be looked at immediately or if it is an emergency. We contacted the doctor and he said that it was not an emergency and that the surgery could be postponed indefinitely.

On the basis of our investigation, we decided that the Superintendent's decision was justified.

(41) SUMMARY OF COMPLAINT

An inmate at the Rideau Correctional Centre alleged that he was illegally placed in segregation and while there received third degree burns from a fire in that area. Our investigator spoke to the complainant at the Ottawa Civic Hospital where he was recovering from his burns. During the interview, the complainant said that he wanted to be transferred to a psychiatric institution. He said that he had spent 21 of his 24 years in psychiatric facilities and believed that he needed additional assistance. He also contended that he had been illegally placed in segregation and that he obeyed

the Centre's rules. The investigator advised the inmate that he would have to sign release forms to enable our Office to have access to his previous psychiatric history to which the complainant agreed.

The investigator interviewed the Centre's Superintendent who said that the complainant had refused to work and when told of the charge against him as a result of this refusal, he refused to leave the dormitory area. Nothing was done at the time due to a shortage of staff. However, when more staff were on duty four hours later, he was placed in segregation.

The complainant said he had refused to work because he believed that there had been an agreement reached between the prison guards and the resident population that there would be a specific resident appointed to assign cleaning duties to the inmates in the institution. As the complainant was of the opinion that this order was in existence, he refused to clean an area assigned to him by an officer. According to the Superintendent, this order had been rescinded but this information was apparently not relayed to the inmate population who assumed that they only had to perform those functions assigned by the inmate liaison officer.

Our investigation revealed that while in segregation the complainant set his undershirt on fire and thereby set fire to his mattress. The institution's fire alarm system indicated that there was a fire either in the basement or the segregation area. The Superintendent told us that an officer checked the segregation area but saw no smoke there so he checked the basement, then he returned to the segregation area, but by that time the inmate had received third degree burns to his arms and back.

When the complainant was again visited in hospital, he said that he preferred to "shake his time" and no longer wanted to be transferred to a psychiatric facility.

(42) SUMMARY OF COMPLAINT

The complainant, a resident of Kitchener House, a Ministry community-based residential centre, complained that the staff at the Kitchener House were not helping him to quit drinking and abstain from using drugs. He asked us to assist him in being returned to Burtch Correctional Centre so that, from there, he could apply to work from Milton Jail on a temporary absence program. The complainant was then on a temporary absence program from Kitchener House and travelled daily to work in Milton. The complainant also said that he had applied for treatment at the Brampton Ontario Correctional Institute but was denied admission because he was 33 years old. The complainant was also facing charges alleging that he took a car from Kitchener House while under the influence of drugs. He was advised that once these outstanding charges were dealt with, he could apply again for admission to the Brampton Ontario Correctional Institute.

Our investigator subsequently learned that the complainant had been convicted of unlawfully being in possession of a motor vehicle and of being intoxicated. The investigator then contacted a member of the admissions committee at the Ontario Correctional Institute who said that as soon as the inmate's formal application was received, he would be considered by the admissions committee. Because the remainder of the complainant's sentence, about 12 months, would not allow him to become involved in a long-term treatment program, our investigator asked the committee member if the complainant could obtain some short-term treatment for his alcohol and drug abuse problem. We then advised the inmate to apply for admission to the Ontario Correctional Institute.

We were advised later that the complainant had been accepted for treatment at the Ontario Correctional Institute where he was enrolled in a program which would assist him with his problem and allow him to establish community relationships

that would aid him in continuing his treatment for alcohol abuse.

(43) SUMMARY OF COMPLAINT

The complainant wrote to us saying that she was an inmate at the London Jail and requesting an investigation into what she alleged to be irregular practices being condoned by the jail authorities. She said that as a result of her disruptive influence, she was locked in her cell for one week without having her conduct reviewed by the Superintendent or his representative and without being formally charged.

One of our investigators contacted the Assistant Superintendent who said that the complainant's allegations were true. He also said that the complainant's misconduct occurred on a weekend when the Superintendent was out of town. The Superintendent was the only person empowered to convene a misconduct hearing. The investigator discovered that the Superintendent never did review the complainant's case and that the complainant was locked up without having her case reviewed by the senior officer in charge of the Institution. This action was contrary to the regulations of the Ministry of Correctional Services.

The complainant, who had been transferred to the Vanier Centre for Women, was advised that her complaint was justified and that the matter had been brought to the attention of the Ministry.

(44) SUMMARY OF COMPLAINT

An inmate of the North Bay Jail complained that he could not obtain treatment for his back condition.

Our investigations showed that the jail doctor had refused the complainant access to an orthopaedic specialist. We brought the matter to the attention of Ministry officials who advised us that if an inmate really wanted to see another doctor, he could do so but he would have to pay the doctor's fee himself. We spoke to the Superintendent of the jail about our conversation with the Ministry official and suggested that it would be helpful if the jail doctor could arrange for an orthopaedic specialist to visit the complainant.

Later the Superintendent told us that the inmate had been given the opportunity to see a specialist but when he discovered that he would have to pay the specialist's fee himself, he declined to be examined.

Our investigator then contacted OHIP and found that their policy was that inmates were entitled to the services of an outside specialist provided the consultation was medically necessary. We again contacted the jail Superintendent and advised him of OHIP's policy. He suggested that we advise the complainant to make a request to see the Superintendent who would arrange to have the complainant seen by an orthopaedic specialist. We then advised the inmate that OHIP would cover the cost of the consultation. Before the consultation could take place the complainant was transferred to Kingston. He wrote to us to advise that he had undergone a back operation there.

(45) SUMMARY OF COMPLAINT

An inmate in the Thunder Bay Jail wrote us many letters complaining of the effects of noise in the jail on his mental state. In particular, he referred to the radios and televisions which were to be found in all correctional institutions.

When our investigator met with the complainant, he had been transferred and was at the Guelph Correctional Centre. At that time he itemized a number of complaints, the most important of which was still the effect of the noise in the institution on his mental condition. After an interview, the inmate and the investigator agreed that we would try to assist him in obtaining ear plugs. The complainant agreed to follow the recommended procedure for his other complaints. Guelph's Superintendent advised us that the inmate would be required to wear ear plugs for work and he would be placed in a work situation which did not require constant communication with those around him. He added that the complainant would be allowed to sleep in an area of the institution where radios were not played.

Before the ear plugs arrived, we were told that the complainant had been released after a successful appeal against his sentence.

(46) SUMMARY OF COMPLAINT

This complainant stated that from August to September, 1974, he had developed a serious case of hepatitis while he was an inmate at the Niagara Detention Centre. He said that the Centre's medical staff had not recognized the severity of his illness and, as a result, he had suffered permanent liver damage.

We found out that the complainant had been transferred to Burtch Correctional Centre but when an investigator went there, he was told that the inmate had been released.

Examination of the complainant's medical records indicated that the medical staff at the Niagara Detention Centre had treated the complainant for the symptoms he was showing and noted all the characteristics of the symptoms in the medical file. This information was sent to Burtch with the complainant and it was

there that blood tests were conducted. The investigator was advised that in all cases of hepatitis it takes some time for the symptoms to become fully known. In our opinion, the doctor at the Niagara Detention Centre was not in error when he said that the complainant was fit for transfer to Burtch. Had the doctor decided to conduct blood tests at Niagara, the complainant would have had to remain there until the results were known. The complainant was well known to the Niagara medical staff because he had been a heavy drug user and was also a constant medical complainer.

We subsequently wrote to the complainant who was then at the Kingston Reception Centre, outlined the results of our investigation and said that, in our opinion, the Ministry was not at fault in his case.

(47) SUMMARY OF COMPLAINT

This complainant contacted us by telephone and told us that he was in the Temporary Absence Program at Burtch Correctional Centre and living in a community house in Kitchener. He had been denied a pass to visit his home in Brantford on Christmas Day and felt that this was unfair. He also complained that the Brantford Municipal Police had been harrassing him to the point where complaints had been made against him to the community house in Kitchener. He felt the complaints had influenced the decision not to grant him a pass to visit Brantford.

One of our investigators contacted the Superintendent of Burtch who said that because the complainant had been less than an ideal citizen in Brantford, he considered it in the inmate's interests that he remain in Kitchener until he could re-establish a desireable repuration. A few days after our initial inquiry, however, the Superintendent contacted us to say that the inmate had been granted an 8-hour pass on Christmas Day.

(48) SUMMARY OF COMPLAINT

The complainant asked us to help prevent the Ministry from establishing a boys' group home in the Sault Ste. Marie area. Before contacting us, the complainant had sent a petition to the Ministry objecting to the group home being established. The complainant's objections were that the proposed location was in a resort area and not in an active community and it was suggested that the children would be isolated and could not take part in community activities. It was felt that this would hinder the effectiveness of the group home. The complainant also said that sanitation problems associated with the establishment of the home might result in contamination of wells on neighbouring properties. The complainant also claimed that there were restrictions and regulations that had to be followed in order to develop land in this area.

One of our investigators called a group home co-ordinator for the Ministry who told the investigator that the group home had complied with the appropriate regulations, that it had already been built and was operating. Documents given to us showed that:

- 1) The owners of the land had granted the group home operators permission to use their property;
- 2) The group home project met with the necessary zoning regulations;
- 3) The Ministry of Natural Resources allowed the owners to erect improvements on the land within the restricted area;
- 4) The local health authority had stated that there were no objections to the group home proposal;
- 5) A reported court case existed which had a similar fact situation as this case and which was decided in favour of the defendant group home.

In view of the documents and the fact that the group home ratio of children to staff is 3 to 1, which seemed reasonable in our view, we concluded that this complaint was not justified.

(49) SUMMARY OF COMPLAINT

An inmate in the North Bay District Jail complained that his letter to the Ombudsman had been censored by jail staff and questioned whether this procedure was in violation of The Ombudsman Act, 1975.

Initial inquiries made by our investigator showed that the complainant has since been convicted of attempted murder and transferred to Kingston Penitentiary. While our Office was conducting public and private hearings in the North Bay area, the investigator questioned the Assistant Superintendent of the North Bay District Jail about their mail-censoring procedure. He explained that writing paper was supplied to an inmate only on request and that jail personnel read and censored letters before addressing and mailing them. He said their policy was to read and censor all letters including those addressed to the Ombudsman. It was clear that the Assistant Superintendent was unaware of Section 17(2) of The Ombudsman Act, 1975 which says:

"Notwithstanding any provision in any Act, where any letter written by an inmate of any provincial correctional institution or training school or a patient in a provincial psychiatric facility is addressed to the Ombudsman it shall be immediately forwarded, unopened, to the Ombudsman by the person for the time being in charge of the institution, training school or facility."

The Assistant Superintendent said that he was not aware of this section and that the Ministry had not brought it to his attention. He was shown a copy of the Act and, in particular, Section 17(2) and our investigator pointed out that the Ministry had circulated a memorandum introducing The Ombudsman Act and, specifically, those sections which directly affected administrative procedures in correctional centres and jails. Subsequently, the Superintendent of the jail contacted the

investigator and said that a memorandum had been received but that the meaning of Section 17(2) had not yet been explained to his staff. He assured our investigator that all his staff would be made aware of its importance immediately and he apologized for the delay in advising them.

Our office was subsequently contacted by a senior Ministry official who explained that the Superintendent had been away when the memorandum was received and that there had been a lack of communication about the contents of the Ministry's letter. He assured us that all staff at the North Bay Jail were now aware of the existence of The Ombudsman Act and, in particular, Section 17(2) and that proper procedures were in effect to safeguard mail addressed to the Ombudsman from censorship.

We concluded that this violation of Section 17(2) was not intentional or deliberate and that the situation had been resolved in a manner which will benefit inmates wishing to write to the Ombudsman.

(50) SUMMARY OF COMPLAINT

An inmate at the Thunder Bay Correctional Centre wrote to us asking for help in obtaining a transfer to the Kenora Jail so that he could work in the bush camp connected to that institution.

An investigator interviewed the complainant and the Superintendent. The Superintendent told our investigator that the complainant's transfer request was rejected because he had a very bad institutional record and had escaped twice. He also told the investigator that the complainant could not be easily accommodated at the Kenora Jail since it is only a holding centre and is not equipped to detain long-term residents.

The complainant then expressed concern about his financial situation upon his release since he would have no money and no place to live. We told him, however, that upon his release, he would get whatever accumulated incentive allowance he had which could be used to purchase clothing and accommodation. He was also advised that if he felt his incentive allowance was not enough to live on, he could, upon his release speak with the Superintendent and ask for a letter stating that he had been incarcerated for the past 9½ months which would enable him to obtain welfare benefits if needed.

(51) SUMMARY OF COMPLAINT

This complainant wrote to us on behalf of her son-in-law who was serving a 3 month sentence in the Toronto (Don) Jail for public mischief. The complainant advised the Ombudsman that her daughter was expecting a child in the near future. She said that her son-in-law wanted to be with his wife when the child was born.

An investigator interviewed the son-in-law at the jail who told him that he had filled out a request for a temporary absence permit for employment purposes. The supervisor of the jail's Temporary Absence Program said that the Institution Committee would consider the inmate's application soon and it would send its recommendation to Ministry officials. Our investigator followed up on the application and made certain that it was processed without unnecessary delays.

Within two weeks after being contacted, we advised the complainant that her son-in-law's application was granted and that he would soon be released from jail.

(52) SUMMARY OF COMPLAINT

The complainant wrote to us from the Toronto (Don) Jail and said that he was in fear of his life because other inmates believed him to be an undercover policeman. The letter said that he had attempted suicide on several occasions and was now on a hunger strike.

One of our investigators immediately visited the inmate who reiterated his concern and said that he did not know why the other inmates believed him to be an undercover policeman. He said that he was beaten numerous times and on two separate occasions had attempted suicide. However, he explained that since his transfer to protective custody the beatings had stopped. The complainant was also being transferred to court on numerous occasions because his case was being continually remanded. He said that during some of these trips he was threatened by other inmates. The inmate wanted our help in obtaining separate transportation to and from court and an assurance that he would not be released into the main jail population.

Our investigator spoke with the jail superintendent who reassured him that separate transportation to and from Court would be arranged and that the complainant would remain in protective custody until he was sentenced.

(53) SUMMARY OF COMPLAINT

The complainant, an inmate at the Toronto (Don) Jail, requested that we help him and other inmates obtain permission to buy deodorant and shampoo at the jail canteen. In a subsequent letter he alleged that the prices of items at the inmate canteen were too high and said that he did not want to be transferred to Millbrook Correctional Centre to serve his sentence.

An investigator from our Office spoke with the Deputy Superintendent about the inmate's request that deodorant and shampoo products be made available at the jail canteen. The Deputy Superintendent said that the items were now available for inmates. The jail records office revealed that the complainant faced additional charges and would not be transferred to Millbrook or any other institution until the charges were dealt with. The jail administrator told the investigator that a private store-owner furnished the jail canteen with its merchandise and set the prices. A comparison of prices did not reveal any exorbitant increases for inmates.

We felt that no further investigation was warranted with respect to the complaints made by this inmate. The complainant later wrote us saying that he felt it was as a result of our assistance that inmates could now purchase shampoo and deodorant.

(54) SUMMARY OF COMPLAINT

The complainant wrote to us saying that he was an inmate at Millbrook Correctional Centre. He complained that some of the newspaper clippings, letters and brochures that he was sending and receiving by mail were not reaching their destinations. A significant factor in this case was that the complainant was serving a sentence for several charges of molesting young boys.

Our investigator visited Millbrook and interviewed both the complainant and jail officials. We discovered that much of the mail which the complainant was not receiving consisted of pictures and topics of a pornographic nature. It is a policy at Millbrook to censor all incoming or out-going pornographic materials. The complainant's material was being confiscated and re-routed to his property locker and placed with

the inmate's property which he would recover upon being discharged from jail.

The complainant was informed of the Ministry's policy of censoring pornographic material and that he could recover this material upon his release. He was advised that it was our opinion that the Ministry's position was justified.

(55) SUMMARY OF COMPLAINT

On August 18th, 1975, our Legal Officer received a telephone call from a reporter with a Kitchener Newspaper. The reporter gave information concerning the complaint of a young inmate at the Burtch Correctional Centre. We began an investigation on August 21st, 1975. Research into the young inmate's complaint was conducted over a period of some eight months and ended in April, 1976.

The complainant was a 19 year old male who at the time of the complaint was serving sentences at the Burtch Correctional Centre in Brantford.

He alleged that on August 1st, 1975, he was assaulted by two inmates. He alleged that at about 6:30 a.m. while asleep on his stomach, he was awakened by a fellow-inmate who threw himself on the complainant's back and pinned him to his bed. He alleged that the assailant grabbed both his arms with one hand and forced them out in front of the complainant's head. With his other hand the assailant cupped the complainant's mouth to prevent him from screaming. The complainant alleged that at almost exactly the same time a second inmate pulled the complainant's undershorts (the only clothing he was wearing) down to his knees and inserted his penis into his rectum. The complainant alleged that he made an effort to struggle but was unsuccessful because of the greater strength of his original assailant. He alleged that the second assailant performed an

act of anal intercourse with him for about three to five minutes which was terminated when one of a number of inmates who were watching shouted "here comes the guard". Notwithstanding this interruption, the inmate alleged that the second assailant reached a sexual climax and ejaculated into his anus before the assault ended.

The complainant stated that after the attack he pulled his undershorts back up and lay beneath the sheets on his bed contemplating with shock the attack which had just taken place. The complainant stated that he began thinking about what to do about the incident but, fearing retribution from other inmates, he decided at that time not to speak to the authorities.

Later in the day, the complainant concluded that the inmates were contemplating a second attack on him and to avoid this, he decided to tell the authorities about the morning assault.

After informing the authorities, he was placed in the infirmary until August 5th when at 12:30 p.m. he escaped without incident from both the infirmary and Burtch. The complainant was at large for twenty-five days and was arrested on August 29th, 1975, in Kitchener, Ontario. He was returned to the Brantford jail and charged with being unlawfully at large.

On October 22nd, the complainant appeared in Brantford Provincial Court concerning the charge. He entered a plea of guilty and defence counsel told the court of the complainant's allegations of a sexual assault at Burtch and suggested that the complainant had escaped because he feared inmate retribution for reporting the sexual assault. Defence counsel asked the court to take the assault into consideration in mitigation of sentence.

The court has not prepared to accept the submissions without further investigation into the inmate's allegations. As a result, the alleged assailants and a number of Burtch officials testified about the allegations. A doctor who had examined the complainant shortly after the alleged sexual assault also testified.

At the conclusion of the evidence, the court pointed out that the only direct evidence concerning the allegation had come from the complainant himself. On the other hand, a number of witnesses had given direct testimony that the assault did not take place. These witnesses included other inmates, authorities from the Burtch Correctional Centre and the alleged assailants themselves. The court also concluded that the complainant was aware of a term called "I.R." or "instant release". The term was used by inmates to refer to a means of acquiring immediate release from institutions based on such irregularities as an assault by other inmates.

The court concluded that there was no merit to the inmate's allegations of sexual assault.

Our investigation involved interviews with other inmates at Burtch, all of the correctional officers who would have any knowledge of the alleged assault if it occurred, the medical staff and the Brantford police who had also conducted an investigation into the complainant's allegations.

One of the alleged assailants requested during our investigation that he be subjected to a lie-detector test. This test was administered and it indicated that the alleged assailant was telling the truth when he denied participation in any sexual assault upon the complainant.

The complainant was advised of the alleged assailant's request to take a lie-detector test and was told that if he wished to take such a test as well, he could do so. He

voluntarily decided to take the test and the results indicated that the complainant was not telling the truth when he alleged that he had been sexually assaulted by other inmates. In coming to our conclusion in this case we drew no inferences from the results of these tests.

On the basis of the transcript of the complainant's trial and all the investigation material compiled by our staff, we concluded that the complainant had fabricated the story of the sexual assault. We did not make any final conclusion about the inmate's motivation for fabricating the allegation of sexual assault; however, we felt that the evidence of the investigation supported the inference that the complainant had fabricated the story to gain an "instant release" from prison.

This complaint was found not to be justified and we determined that the actions of the officials of the Ministry of Correctional Services at Burtch Correctional Centre could in no way be criticized.

One of the features of this case that disturbed me was the failure of the Ministry to make public my report. I found the reason for failing to disclose it unconvincing. The Minister first of all felt that the release of the report would impede the rehabilitation of the complainant and also that the language contained in the report was too explicit. My view is that the rehabilitation of the fellow-inmates who were alleged to have perpetrated the assault was of equal importance and that the vindication of the correctional officers at Burtch was important as well. It is my intention to include in the blueprint among other suggestions a recommendation that The Ombudsman Act be amended to empower the Ombudsman in his discretion to make public any of his reports where he feels it is in the public interest to do so.

(56) SUMMARY OF COMPLAINT

The complainant wrote to us from the Monteith Correctional Centre. He was upset that the inmates were unable to view French television stations notwithstanding the fact that the majority of the inmates in his corridor were French-speaking.

We contacted the Assistant Superintendent at Monteith who told our investigator that he was unaware of this problem. He said that if the inmates concerned would contact him, he would rectify the problem immediately. We sent a letter to the complainant informing him of the result of the investigation and advising him that if this problem should arise in the future, he should contact the Assistant Superintendent.

(57) SUMMARY OF COMPLAINT

The complainant wrote to us in December, 1975, asking us to investigate an accusation of theft against him which resulted in his transfer from the Group Home in Sudbury to the Sprucedale Training School. He denied committing this theft and felt that because of this accusation he would have to stay at Sprucedale Training School until he was eighteen years old. He said that he was much happier at the Group Home where he felt he was making progress and improving his education.

Our investigator brought the matter to the attention of the Superintendent. He was also told that the complainant had requested the Director of the Group Home to reconsider the decision to bar him from the Home but the complainant had not received a reply. The Superintendent contacted the Group Home and asked that the complainant's plea to have his expulsion reconsidered be answered without delay.

As a result of this investigation, the Superintendent advised the complainant that he would be able to return to the Group Home immediately. On a subsequent visit to Sprucedale Training School, the Superintendent told our investigator that the matter of the alleged theft had been resolved and the complainant exonerated.

(58) SUMMARY OF COMPLAINT

This complainant was an inmate at the Guelph Correctional Centre. He was involved in one of the working programs at that institution. He was injured while on the job when the chain on the chain saw with which he was working broke cutting his hand.

The complainant contended that there were certain safety features missing from the chain saws that were used at the institution. He told us that the safety hood which should cover the operator's hand while using the saw was missing from most of the chain saws. The complainant stated that he was afraid to bring this to the attention of the correctional officers for fear that they would interpret his complaint as a refusal to work which would result in his being punished.

Our investigator brought this problem to the attention of the Superintendent who agreed to install the necessary safety devices on all the chain saws used at the institution.

(59) SUMMARY OF COMPLAINT

The complainant wrote to us about several problems

he was having as an inmate at Millbrook Correctional Centre. The complainant said he felt that a negative community assessment report he had received while he was at the Rideau Correctional Centre was in error. He also complained that he had been told that if his conduct and behaviour were good for a three-month period, he would be transferred to another institution. However, when he appeared before a review board, he was told that notwithstanding his good conduct, he would only be transferred for the last two months of his sentence. The complainant also asked us to investigate the medical services offered at Millbrook Correctional Centre which he claimed were inadequate. He said that the medical authorities there refused to tell him the contents of the drugs they were prescribing for him.

One of our investigators examined the inmate's records at Rideau Correctional Centre and was told that the Institution had received a negative community assessment report including an extremely negative police report. We contacted the police and they told our investigator that, in their opinion, although the complainant had been convicted of a very serious offence, he had been no problem to the police department prior to that time. The police also said that the offence was perhaps an isolated one and that the complainant was not unwelcome in the community. These comments were clearly contradictory to those contained in the complainant's file at Rideau and our investigator contacted Millbrook Correctional Centre to find out whether Millbrook wanted this new information in the complainant's file. The Deputy Superintendent stated that he would.

Following our receipt of the information from the police, our investigator again contacted Millbrook Correctional Centre and spoke with the Deputy Superintendent who agreed to again discuss the complainant's case with the Superintendent. At a later date, the Superintendent contacted us and said that in view of the more positive police report and the fact that the complainant had not been guilty of misconduct throughout his entire institutional sentence, he would recommend that the complainant be transferred to Quinte Detention Centre as soon

as space became available.

Our investigator also brought the complainant's medical treatment concerns to the attention of Millbrook's medical authorities. They stated that inmates are not told what drugs they receive because some inmates have saved medication until such time as they had enough to obtain a "high". We also discovered that the complainant had been given at least 21 medical examinations.

(60) SUMMARY OF COMPLAINT

The complainant, an inmate at the Rideau Correctional Centre, stated that he was denied permission to work as a volunteer at the Brockville Psychiatric Hospital. He claimed that he was told by the psychologist at Rideau that he did not have to fulfill his upgrading M.A.P. Program if he found it too difficult. As a result of this, the complainant discontinued his studies as he was finding them very difficult. He was then told by the principal of the school and the resident psychiatrist that as he had not fulfilled the objectives laid out in the M.A.P. Program, he could not be transferred to the volunteer program at the Hospital.

Our investigator spoke with the principal who provided a completely different version of the events surrounding the complainant's problem. When the inmate was admitted to Rideau, he had failed to complete Grade 12 by four credits. Although the complainant at that time wished to be admitted to the volunteer program at Brockville, he agreed that he would attempt to obtain his four credits and then work as a volunteer on a full-time basis. However, he consistently failed his assignments in English and eventually falsified his marks in the Institution record books. The complainant dropped English and substituted a Geography course. As a third credit, the complainant was ordered to take a correspondence course in law. After completing several of the law assignments, the principal received a letter from the Directors of the Law Correspondence Course indicating that there

was some suggestion that the complainant was cheating on his assignments. The principal suggested that the complainant write an examination to see how he was faring in this course and the complainant agreed with this suggestion. After completing the test, the complainant dropped out of the school program altogether and applied to work as a volunteer at the Brockville Psychiatric Hospital. (He had scored 34% on the test.) Although his application was approved by the Assistant Superintendent, it was subsequently denied after consultation with the head psychiatrist and the school principal.

Because of the 34% mark, the directors said they would no longer accept lessons from the complainant and that his enrolment was being discontinued in this course as well as in the other two courses he was taking. They suggested that the complainant required a remedial reading program.

The principal indicated that he, as well as the other authorities at Rideau, was still concerned about the complainant's welfare. He said that the complainant was known to be an excellent worker in the Institution although he was unable to accept blame for his failures. Officials at Rideau set up a new work program for the complainant in the kitchen. They suggested that he continue there until September when he could again apply for the volunteer program at Brockville Psychiatric Hospital.

We advised the complainant that, in our opinion, the Institution had taken the proper steps in his case. We explained that the original denial of permission for him to attend the volunteer program was based, not on the fact he had failed to meet the objectives laid out in the M.A.P. Program, but rather on his conduct while taking the correspondence courses.

(61) SUMMARY OF COMPLAINT

This complaint came to our attention as a result of several letters received from the complainant and other parties. The complainant asked us to investigate the restrictions placed on visiting rights for inmates' children at the Maplehurst Correctional Centre. Specifically, he said that his eleven-month old child was not allowed to visit him after travelling over 115 miles with his wife.

One of our investigators visited Maplehurst, interviewed the complainant and brought his concern to the Superintendent who indicated that, in general, "babes in arms" and children over the age of 16 are allowed to visit inmates but, due to the location of the visiting area, visits of any children except those over the age of 16 were not allowed until problems regarding the physical setting of the visiting area had been rectified.

An informal recommendation was made to the Superintendent that the inmates and their families should not have to suffer because the visiting area is poorly located. The Superintendent told our investigator that the Institution was attempting to resolve this problem. About two weeks later, the Superintendent advised us that visiting privileges had been altered so that children under the age of 5 years would be permitted to visit their inmate parents during specified times on Saturdays.

(62) SUMMARY OF COMPLAINT

The complainant complained that illegal immigrants being held at the Toronto (Don) Jail for deportation purposes only were being beaten by the inmates and that some of the beatings appeared to have racist overtones. The complainant

stated that these people were not accused of committing any crimes under the Criminal Code and she felt that new facilities with the necessary security should be established quickly for their protection.

Although the locale of the complaint was the Toronto (Don) Jail, an institution over which the Ombudsman has jurisdiction, the primary complaint and its suggested solution appeared to fall within the jurisdiction of the Department of Manpower and Immigration, a Federal department. Therefore, this complaint was outside the Ombudsman's jurisdiction. However, an inquiry was made of the jail officials and we learned that beatings of coloured, illegal immigrants by inmates were taking place. The correctional officers at the jail were aware of this problem but felt that they were unable to deal effectively with it because of the overcrowded situation at the jail. We were advised by an immigration official that it was usual to house illegal immigrants awaiting deportation at a Toronto hotel but because there was insufficient room to house all of the immigrants at the hotel, some were held at the jail. He said that he had been trying to obtain permission to rent an additional floor at the hotel but, so far, he had been unsuccessful. He welcomed the Ombudsman's offer to write to the Minister advising him of the problem encountered at the jail. A letter was then written to the Honourable Robert Andras, Minister of Manpower and Immigration.

As a result, an extra floor was obtained at the hotel to house illegal immigrants awaiting deportation. Immigration officials were hopeful that this additional space would eliminate the necessity of sending illegal immigrants to the jail.

(63) SUMMARY OF COMPLAINT

An inmate of the North Bay Jail said that he had loaned money to a fellow inmate. Arrangements had been made between the complainant and the fellow inmate's solicitor to have \$250.00 withdrawn from the complainant's account and forwarded to the solicitor in order that the other inmate might obtain bail. The complainant believed that the agreement was that his fellow inmate would soon have a bail hearing at which time the loan would be returned to the complainant. However, at the time of writing his letter, the complainant still had not received his money.

Although the matter was private in nature and, therefore, outside our jurisdiction, an investigator contacted the solicitor to whom the complainant had given the money. The solicitor indicated that this money was being held pending his client's appearance in Court for his trial and would be returned to the complainant after his client's court date. This information was relayed to the complainant.

(64) SUMMARY OF COMPLAINT

The complainant and several other inmates at the Toronto (Don) Jail wrote to us requesting help in determining why the Department of Manpower and Immigration was taking so long to deport them to their place of origin. The complainant was not serving a sentence but was being held at the jail pending deportation and indicated that he had been there for several days without any news from the Immigration Office as to when he would be deported.

This matter dealt with a complaint against the Department of Manpower and Immigration which is a Federal

Agency and is outside our jurisdiction. One of our investigators nevertheless contacted the authorities at the jail and discovered that several of these inmates had taken part in a one-day hunger strike to protest the failure of Immigration authorities to visit them at the jail. However, the jail authorities said that an Immigration officer had come to the jail and had listened to their complaints. We were subsequently informed by jail officials that all inmates awaiting deportation had been deported.

MINISTRY OF EDUCATION

(65) SUMMARY OF COMPLAINT

This matter was referred to us by a member of the Cabinet on behalf of his constituent. The complainant had retired as a high school principal in 1962 and his pension was calculated on the basis of his last ten years of service. However, in 1965 The Teachers' Superannuation Act was revised to include a recalculation of pensions on the best seven years of service. The complainant felt that he should be eligible for this recalculation and his position was supported by the Ontario Teachers' Federation.

After the Ombudsman notified the Ministry of Education of his intention to investigate, the Minister wrote to our Office and indicated that the amendment did not make this change in benefits retroactive to apply to those persons who had retired before the effective date of the change. He also said that the Government had determined that this change in benefits would not be made retroactive. He stated that any change in this policy would have to be followed by a change in The Teachers' Superannuation Act before a pension granted to a person such as the complainant could be recalculated. Our investigator also contacted the Director of the Ontario Teacher Superannuation Commission to determine if any previous amendments to The Teachers' Superannuation Act had been made to apply retroactively and was advised that no such amendments had been made.

We advised the complainant that changes in the law are generally not considered to be retroactive unless specifically stated to be so and that the change in this law was not made to correct an inequality that had existed, but rather to alter the pensions of those who would go on pension following its enactment. We also advised him that no other changes in this particular Act had been made retroactive in the past. Therefore, in our opinion, the Ministry's action was justified.

(66) SUMMARY OF COMPLAINT

The complainant asked us to investigate the possibility of this belonging to the Ontario Teachers' Federation without belonging to the Ontario Secondary School Teachers' Federation. Our Director of Research examined the complainant's request and considered the relevant provisions of both the School Boards and Teachers Collective Negotiations Act, 1975 and the Teaching Profession Act and their respective regulations. He also studied the relevant case law which indicated that the Ontario Teachers' Federation does have the authority to pass and has passed a by-law requiring each member of the Ontario Teachers' Federation to be a member of an affiliated body. This matter was also discussed with the Ontario Teachers' Federation.

Our Director of Research concluded that it was not possible to remain a member of the Ontario Teachers' Federation without belonging to the Ontario Secondary School Teachers' Federation and we advised the complainant accordingly.

(67) SUMMARY OF COMPLAINT

The complainant, who was interviewed at the private hearings held in North Bay, had received an Interim High School Teaching Certificate from the University of Toronto in 1972. Since that time he had been employed as a teacher at a community college. He complained that he was unable to obtain a permanent teaching certificate because he was not employed as a teacher in the secondary school system.

Our Director of Research determined that the reason the complainant was not eligible for a permanent certificate was due to Regulation 199 of the Department of Education Act. The reasons were as follows:

- 1) There is no supervisory officer at community colleges;
- 2) The complainant had not successfully taught 2 years in a secondary school.

Our investigator met with officials of the Teacher Certification Branch of the Ministry in an effort to determine the rationale behind Regulation 199 and its application to the complainant.

The Ministry's position was that certification could only be obtained in the public or secondary school system for the following reasons:

- 1) Attendance is not compulsory at community colleges but it is in the secondary school system;
- 2) In the public and secondary school systems the Ministry is, in effect, in loco parentis since the majority of the students are minors;
- 3) The students in the public school system have less choice of teachers and it is therefore necessary that the teachers be more carefully supervised.
- 4) There does not exist any requirement with respect to teacher training in the community colleges system;
- 5) There is a great deal of difference in the curriculum of a secondary school and the community colleges and, therefore, it is felt that two years teaching experience in the community colleges is not the equivalent of two years teaching in a secondary school.

As a result of the investigation, we decided that a recommendation to amend Regulation 199 should not be made and we also concluded that its application to the complainant was not unreasonable under the circumstances.

We advised the complainant that he should follow the Ministry's original recommendation which was to apply for an extension of his Interim Teaching Certificate should he return to secondary school teaching. He could then have his certification made permanent when he met the requirements of Regulation 199.

(68) SUMMARY OF COMPLAINT

This complainant had been a guidance counsellor in the secondary school system in the Province of Quebec. He applied for a letter of standing from the Ontario Ministry of Education to enable him to teach in the secondary school system in Ontario.

The Ministry told him that his background only qualified him to teach in the elementary school system. The complainant felt that this was unreasonable since he had been teaching in the secondary school system in Quebec for 7 years.

Our investigation revealed that the complainant had completed his secondary school education in India and had subsequently completed 8½ years of studies at a seminary in India. He had not obtained a degree from the seminary since it was not affiliated with an accredited university in India.

The complainant later moved to Quebec where he obtained a Master of Education degree at McGill University. He then spent 4 years as a teacher and 3 years as a guidance counsellor in the Quebec secondary school system. Our investigator met with a number of Ministry officials and reviewed the Ministry's guidelines for issuing letters of standing. The main problem in the complainant's case was that he did not have an undergraduate degree from an accredited university. The Ministry officials said that although McGill University had recognized the complainant's 8½ years of study at the seminary in India as the equivalent to a Bachelor of Arts degree, this recognition did not apply in Ontario.

In a letter to the Minister, the Ombudsman concluded that the Ministry had acted fairly and in accordance with the relevant legislation in considering the complainant's case. However, he also said that in view of the complainant's excellent qualifications, he recommended that the man's qualifications be given special consideration by the Minister in

accordance with Section (1)(M) of the Education Act, 1974.

The Minister of Education replied that on the basis of the Ombudsman's recommendation the Ministry would issue the complainant with a letter of standing having the force of an interim high school assistant's certificate Type B.

(69) SUMMARY OF COMPLAINT

This complainant was separated from his wife who had custody of their son. Both parents were eager to have their son enrolled in one of two North York High Schools. The administrators of both schools were opposed to this for two reasons:

- 1) Neither the mother nor her son resided in either school district;
- 2) There were waiting lists for each district and enrollment was restricted to those students already residing in the district.

The complainant was advised that if his wife purchased a home in North York or appointed a legal guardian within the school district, his son's enrolment into one of the schools would be facilitated. As a result, the complainant's wife purchased a home within the school district.

Further inquiries made by the complainant, however, led him to discover that the home that she had purchased in the North York area was technically not within the enrolment district of the desired Collegiate.

Our Director of Investigations then spoke with a number of officials of the North York Board of Education as well as with the Minister's Executive Assistant.

Subsequent to the discussions, the complainant's son was accepted into the High School they wanted.

(70) SUMMARY OF COMPLAINT

A former teacher alleged that as a result of a high school inspector's rating of his ability to teach Latin, he had lost his job and could not find another. He also said that because of the poor rating, he had lost pension rights, fringe benefits, seniority rights and was forced to relocate his family.

The complainant had contacted the Minister in 1971 who had assured him that no information was available from the Ministry to prospective employers which could adversely affect his chances of obtaining another teaching position.

The complainant contended that he should be granted compensation for what he felt to be a loss of professional standing because of the inspector's adverse rating. We told the complainant that the Ombudsman does not have jurisdiction to investigate acts and decisions of local school boards. However, we agreed to look into the problem as it related to the Ministry.

One of our investigators interviewed the Ministry's Director of Supervisory Services. He said that prior to 1967, the Department of Education had been responsible for hiring school inspectors who visited schools to assess teachers. They then submitted copies of their reports to the Department of Education. However, after 1967, local school boards assumed responsibility for hiring their own inspectors.

The new inspectors were no longer required to submit their reports to the Ministry and all reports on file with the Ministry dated prior to 1967 were destroyed since the responsibility for maintaining the reports now lay with the local

school board.

Our investigator reviewed the Ministry file pertaining to the complainant. There was no evidence of any negative report having been submitted at any time by a school inspector. In addition, the complainant's Interim Teaching Certificate had been extended for an inordinate amount of time to help him in his attempts to secure re-employment.

We concluded that the complainant's allegation that a negative report had resulted in his inability to obtain employment was unfounded. The complainant was advised of the results of our investigation and assured that no report, positive or negative, existed. We therefore advised him that his inability to secure a teaching position in the last several years could not be because of any actions or reports on the part of Ministry representatives.

(71) SUMMARY OF COMPLAINT

An inmate at the Toronto (Don) Jail had registered for a correspondence course with the Ministry and he complained that he had not received any lessons to be completed.

Our Director of Institutional and Special Services contacted the Ministry's Registrar of Correspondence Courses and learned that the inmate was given credit for the first 12 lessons and, as a result, had not yet received any lessons to be completed.

One of our investigators visited the complainant at the jail and explained the situation. At a later date, we learned that the complainant was receiving his correspondence lessons in the mail.

MINISTRY OF ENERGY

(72) SUMMARY OF COMPLAINT

A group of people sought our help in obtaining an independent study of the area between Bradley Junction and Milton to determine the most efficient route for the Bradley-Georgetown transmission line. The group proposed that the study should be conducted with a view to the following factors:

- a) cost
- b) the least impact on:
 - i) people
 - ii) environment
 - iii) agricultural land

The group consisted of about 4,500 citizens from 10 townships and 4 counties. It had requested that such an independent study be conducted since 1973 but members of the group said that both the Ministry and Ontario Hydro had not seriously considered their request. During the summer of 1975, meetings were held by the Environmental Hearing Board to consider the proposed transmission line. However, the Board's terms of reference were confined only to a consideration of the area between Colbeck on the north and Limehouse on the south. As a result, the Board could not consider the total transmission line corridor as requested by the group.

The complainants contended that a more efficient route was available than that proposed by Ontario Hydro. The group alleged that the route it proposed would have a less detrimental impact on people in the area, would involve less use of prime agricultural land, would eliminate the critical escarpment crossing at Limehouse and would be less expensive.

Our investigator contacted Ontario Hydro and the Ministry on February 6th, 1976, and was told that Ministry officials felt that our jurisdiction to investigate this complaint was questionable. He was also told that the decision regarding

the location of the transmission line had been a decision of the Executive Council.

Later, on February 9th, 1976, our Director of Research was advised that the Ministry had referred the case to the Attorney General requesting a certificate pursuant to Section 21(1) of The Ombudsman Act. This section states:

"Where the Attorney General certifies that the giving of any information or the answering of any question or the production of any document or thing,

- (a) might interfere with or impede investigation or detection or offences;
- (b) might involve the disclosure of the deliberations of the Executive Council; or
- (c) might involve the disclosure of proceedings of the Executive Council or of any committee of the Executive Council, relating to matters of a secret or confidential nature, and would be injurious to the public interest,

the Ombudsman shall not require the information or answer to be given or, as the case may be, the document or thing to be produced."

However, nothing came of this. Subsequently, on March 26th, 1976, a meeting was held between representatives of the Ministry of Energy and the Ombudsman and members of his staff. The Ministry officials agreed to produce a copy of the Order-in-Council authorizing the location of the transmission line. It was also decided that any further inquiries by our Office would be viewed as inquiries only in an effort to ascertain whether we had jurisdiction to investigate the case.

At a later date, on March 30th, 1976, our Assistant Legal Officer and one of our investigators met with 3 senior members of the group of complainants. They agreed to modify their original position and said they would be satisfied if an independent study of only the northern corridor and, in

particular, the area between Owen Sound and Collingwood could be made. This alteration of the complainants' position made a compromise between the parties seem possible.

On April 1st, 1976, we were supplied with copies of two Orders-in-Council, dated June and December, 1975, which were approved by Her Honour The Lieutenant Governor, relating to the proposed route. The relevant Order was dated after the date on which we gave the Ministry our formal notice of intention to investigate which was December 9th, 1975. Therefore, although at this time we may not have had jurisdiction to investigate this complaint in view of Section 14(b) of The Ombudsman Act which says:

"This Act does not apply to deliberations and proceedings of the Executive Council or any committee thereof,"

the Ombudsman was disturbed that the Order-in-Council relied upon followed by two weeks his notice to investigate this matter.

The Ombudsman arranged a meeting between the Deputy Minister and senior officials of the Ministry of Energy and members of the citizen group. This meeting which was held on April 5th, 1976 and lasted about 7 hours was the first time that the two opposing factions had met to discuss their differences. The meeting had been convened with the hope that a compromise solution would result that would resolve the problem to the satisfaction of both the Ministry and the complainants. Unfortunately, such a compromise did not occur.

We were impressed by the strong argument presented by the group in support of their suggestion that an independent survey of a limited portion of the proposed northern route be conducted. Ministry officials, however, would not alter their position. Nevertheless, the Ministry was most co-operative in providing us with all the relevant material concerning the case.

It should be noted that it was at the above-mentioned meeting (April 5th, 1976) that the Minutes of a Cabinet meeting held in the spring of 1974 were first disclosed by Ministry officials to the Ombudsman. A decision was made at that Cabinet meeting accepting the recommendation of the Solandt Commission with respect to the actual proposed route which was the subject of the complaint.

The day after this information was made known, a letter was received from the Office of the Premier confirming the 1974 Cabinet decision referred to. This letter made it clear that the Cabinet decision had been reached long before the Ombudsman was involved.

Notwithstanding the fact that the complaint fell outside our jurisdiction, the group asked the Ombudsman to recommend that an independent study be set up along the lines proposed by the group. Representatives of the Ministry strongly opposed this request. As a result, the Ombudsman reluctantly decided that in view of his lack of jurisdiction, it was inappropriate to make any recommendation.

(73) SUMMARY OF COMPLAINT

A manufacturer contacted us with a problem he was having with Ontario Hydro. He alleged that the electrode receptacles used by Ontario Hydro were dangerous in that they caused fires. He also claimed that he manufactured a superior electrode and that Ontario Hydro had not approved his device for use because it was prejudiced against him.

During our investigation, it became obvious that the electrode receptacle Ontario Hydro used was not dangerous and

did not cause fires. In fact, Hydro's electrode receptacle had been approved by every electrical inspection team across Canada. We felt that if it had caused any fires, the Fire Marshall would have investigated it which he had not done. We also learned that the Canadian Standards Association had certified the complainant's device but that Ontario Hydro did not approve it because the complainant had not installed his electrode receptacle in one of the two methods approved by the C.S.A. Until he did so, Ontario Hydro would not approve his receptacle because it felt it was not safe.

We concluded that the complainant had been dealt with in a fair and equitable manner by Ontario Hydro. The complainant's problem appeared to result from his unwillingness to conform to the standards set by the chief electrical engineers of both the C.S.A. and Ontario Hydro.

MINISTRY OF THE ENVIRONMENT

(74) SUMMARY OF COMPLAINT

The complainant was opposing the attempts by his local municipality to obtain an easement on his property to install a sewer. To prepare his case, the complainant required maps which he was unable to obtain and he requested our help in this respect.

We contacted the Executive Assistant to the Deputy Minister who arranged for the Ministry's representative in the complainant's area to provide maps.

(75) SUMMARY OF COMPLAINT

The complainant asked us to assist him with a problem he was having with a local coal company. The complainant owned a boat which he moored at the Thunder Bay Yacht Club. The club is on the Kam River directly across from a coal company. The complainant said that there had been a substantial deposit of coal dust on his boat. As a result, he had requested that steps be taken to minimize this deposit by both the coal company and the Ministry.

One of our investigators contacted Ministry officials at Thunder Bay and was told that they were aware of the situation and had already consulted with officials of the coal company. The company had outlined three ways to attempt to reduce the amount of coal dust. These proposals included replacing the existing manual spraying method with a new improved automatic system, replacing a front-end loader with a new bulldozer and agreeing to enclose the hopper into which the coal is deposited. The Ministry said it had studied the proposals and was satisfied that these methods, when implemented, would greatly decrease the amount of coal dust. The Ministry also said that it would continue to monitor the situation.

(76) SUMMARY OF COMPLAINT

The complainant advised us that his organization had been attempting to obtain approval for a proposed year-round recreational project in the Collingwood area for about 5 years. He said that his initial submissions to various Ministries and departments either had been rejected or returned due to lack of sufficient information. Apparently, over the years, concessions and resubmissions were requested by the Ministries and departments concerned to comply with their requirements. In 1976, the complainant began to suffer from financial demands from his backers. The engineering, land use and market feasibility studies required by the various Ministries had cost the complainant more than \$125,000.00. At the time of this complaint, his bank and interested principals had denied him any further credit and had raised the possibility of recalling their notes and pledges. The complainant requested our assistance in expediting the Ministries' consent to this project.

Our Office contacted the concerned Ministries and, in particular, the Ministry of the Environment, and told them of the complainant's financial difficulties and the urgency of his situation. The Executive Assistant to the Deputy Minister assured us that this matter would receive prompt attention and he agreed to give the Ministry's decision no later than February 23, 1976. The Ministry later contacted us to say that they required more information with respect to the complainant's last submission and the complainant forwarded the required information.

On February 24th, the Ministry advised us that the project had been approved and its decision had been reported to the complainant.

MINISTRY OF GOVERNMENT SERVICES

(77) SUMMARY OF COMPLAINT

A former Government employee requested our help to determine why there had been a delay in receiving his pension payment.

Our investigator contacted the Employee Benefits Branch of the Ministry and was advised that the delay was because the complainant had sent them an unacceptable physician's statement. The complainant was informed that the insurance company requested an updated physician's report which he eventually sent to the Ministry. As a result of this delay, the original cheque which was sent to the Employee Benefits Branch had to be returned to the insurance company in order to update the benefits. The Employee Benefits Branch later received the \$1,894.75 cheque which was forwarded to the complainant.

(78) SUMMARY OF COMPLAINT

The complainant had been employed with the Ministry for 36 years and retired in June, 1975. He stated that he had not been granted an 8% cost of living pension increase for either 1975 or 1976 and did not understand why.

The Ministry was contacted and they advised that all pre-1976 cost of living adjustments were ex gratia allowances under the Public Service Superannuation Act. Furthermore, the payments were authorized by Order-in-Council and were governed by the terms of that Order. The Order-in-Council applied to amounts payable during or prior to 1974 and there were no ad hoc adjustments to pensions which first became payable after January 1st, 1975, as in the complainant's case. The Ministry also pointed out that the complainant's pension was based on his most recent salary levels, which themselves reflected the cost of living increase.

The complainant was advised that, in our opinion, the Ministry had acted in a fair and equitable manner in dealing with his pension payments.

(79) SUMMARY OF COMPLAINT

The complainant had been employed by Ontario Hydro from November 1st, 1948 to August 5th, 1959. When he left Ontario Hydro, he withdrew his contributions to their pension fund and joined the Royal Air Force in the United Kingdom. He returned to Canada in 1961 and commenced employment with the Federal Government. He soon terminated that employment and began to work for the Ontario Government. The complainant told us that his prior pensionable service, that is his service with the Ontario Hydro, would not be reinstated because the "gap" between recognized classes of employment exceeded the allowable time limit. As well, the Superannuation Board ruled that the complainant's service with the R.A.F. was unacceptable as pension employment. However, the complainant's position was that his R.A.F. service should be regarded as acceptable employment and he wanted his prior pensionable service to be reinstated.

We subsequently formally notified the Ministry of our intention to investigate this matter. The Ministry then wrote to us saying that "a clear stipulation of three months maximum" gap between recognized service is set out in Section 28(2) and (3) and that the Act:

"does not vest the Minister or the Superannuation Board with any discretion on this point."

The Minister also pointed out that although R.A.F. wartime service is eligible for establishing credit in the fund, peace time service is not eligible.

The Ministry also said that the Ontario Government had entered into a reciprocal agreement with Ontario Hydro but to benefit from this agreement, the "gap" between the complainant's hydro service up to 1959 and the service with the Federal Government in 1961 could not be more than three months. In the complainant's case, the "gap" was about 22 months.

We accordingly advised the complainant that he could not benefit from his prior pensionable service with Ontario Hydro nor from his service with the R.A.F. However, he was given credit for his service with the Federal Government under the relevant provisions of the Public Service Superannuation Act.

(80) SUMMARY OF COMPLAINT

This complainant felt that any legislation which was likely to affect a majority of people should always be available at least through the Queen's Printer if not through other sources as well. He also felt that such legislation should be available in a consolidated form. We contacted the Director of the Printing Services Division of the Ministry who advised us that it is the responsibility of the particular Ministry which administers an act to decide which acts should be consolidated. The Deputy Minister of the Ministry of Community and Social Services was also contacted and advised us that since so many acts and regulations are constantly being amended, it would be difficult to prepare up-to-date consolidated versions on an ongoing basis.

The complainant was advised of our research and findings and invited to contact us again if he encountered problems in obtaining consolidations of any particular statutes.

MINISTRY OF HEALTH

(81) SUMMARY OF COMPLAINT

The complainant in this case was convicted in 1957 of wounding before His Worship Magistrate S. Tupper Bigelow (as he then was) and was sentenced to a term of 14 years in the penitentiary, the maximum penalty for the offence. The complainant was 18 years old at the time.

The complainant successfully appealed his conviction and sentence and on a re-trial in 1958, he was found not guilty by reason of insanity and was committed to Penetanguishene on a Lieutenant-Governor's Warrant. The complainant remained there until December 1st, 1972 when he was transferred to Toronto's Queen Street Mental Health Centre. In May, 1973, he was released on a day-care program under the supervision of the Centre's Dr. David Wayne.

The complainant was operating successfully under this program until the very early hours of the morning of February 12th, 1975, when his freedom was abruptly terminated. The complainant's problem concerned what he regarded as his improper arrest and return to Penetang. In a letter dated June, 1975, the complainant documented his complaint in a clear, coherent and well-organized manner. He outlined how in the small hours of the morning his home was entered by a Metropolitan Toronto Police Staff Sergeant who, without warrant and without the laying of any charges, arrested him and returned him to Penetang. The complainant expressed himself in this way:

"If I had committed some offence to be brought back, it would be something that I could accept and expect. But, what does one do if he has not committed a crime, when everything positive was beginning to settle, when life, respect, love and freedom took on new meaning, when law and order was self-imposed. What does one do when all of that only returns him here?"

Our investigation into this matter was aided by the fact that the Ombudsman had been involved in the man's original court case in 1958.

At that time the Ombudsman, in his role as a defence counsel, argued successfully before the Court of Appeal and secured a new trial for the complainant. The Ombudsman's associate at that time defended the complainant during the re-trial.

After the jury's verdict, the complainant when in a highly emotional state threatened the lawyer's life, and the threat was subsequently referred to while the man was being treated at Penetang.

The complainant was transferred to Toronto in 1972 and, under Dr. Wayne's supervision, he was successfully completing a day care programme.

In February, 1975, however, an unknown informant contacted the police with certain information which prompted them to interview Dr. Wayne about the complainant.

The senior police official who met with Dr. Wayne construed the doctor as meaning that certain threats had been made by the complainant at this stage on the life of the Ombudsman as well as on the life of his former associate, therefore, he felt that his return to Penetang was justified and the complainant was arrested.

At a later date, Dr. Wayne told the Ombudsman that he had not meant to convey to the police official the impression that the complainant, in his view, might follow through on the threats.

We concluded therefore, as the Ombudsman's letter to

Mr. Justice Edson Haines, chairman of the Advisory Review Board, says, "...a good deal of the problem in this case resulted from what appears to be a misunderstanding of the position of Dr. Wayne by (the police official)."

Early in August, 1975, two senior members of our staff visited Penetang and, after consulting with the Medical Director, Dr. Barry Boyd, they interviewed the complainant. Following the interview, our staff members were very impressed with the reasonableness of the complainant, his positive attitude, as well as his obvious determination to rehabilitate himself in an open setting. This favourable impression was fortified by the preliminary opinion expressed by the Medical Director. During the interview, the complainant's conversation demonstrated the same clarity, coherence and concision as was evident in his earlier written communication to us.

During the interview, the complainant indicated his willingness to submit to independent psychiatric assessments. The complainant was examined by two psychiatrists, Dr. Peter Butler, of Toronto and Dr. Peter Rowsell and he was also examined by a psychologist, Dr. Alan Long of St. Michael's Hospital in Toronto. Dr. Butler said that the complainant's clinical position was unchanged from the date of his release from Penetang in December, 1972, and he was of the opinion that the man should be allowed to continue his rehabilitation in the community. Dr. Rowsell said that there was no indication that the complainant was a danger to anyone, nor were there any "contra-indications" to the complainant carrying on the rehabilitation program that was initiated in May, 1973. Dr. Long was of the view that the complainant represented no unusual degree of risk and "highly recommended that he be returned to the Queen Street Centre and be placed under Dr. Wayne's supervision."

The views of these three experts who spent considerable time with the complainant were supported by Dr. Boyd of Penetang

whose knowledge of the complainant's case extended well over a decade. Dr. Boyd said that he was pleased with the complainant's progress. He was particularly impressed by the maturity with which the complainant had handled the personal dilemma precipitated by his arrest and return to Penetang. Dr. Boyd noted the ordinary and reasonable manner in which the complainant had gone about contacting various persons and agencies in an attempt to resolve his problem.

Dr. Wayne of the Queen Street Mental Health Centre had had close and regular contact with the complainant during the 26 months that he was away from Penetang and he shared the view that the complainant should be returned to the rehabilitative setting. Dr. Wayne was prepared to resume his supervisory role.

Our investigation revealed that while the complainant was operating under the day-care program, he was successfully pursuing a 15-week bartending course at George Brown College. At the time of his return to Penetang, the course had about one month to run.

Members of our staff had a number of consultations with the lawyer who had been retained to represent the complainant in the Advisory Review Board's consideration of his case. The lawyer, in a letter dated November 21st, 1975, documented in considerable detail the contacts he had made with the complainant as well as a number of individuals having knowledge of the complainant's circumstances. Recognizing his advocate role, the lawyer was still of the view that based on his investigation of the case, the complainant represented no threat or danger to the public or himself.

Following a careful review of the complaint and the investigation that had been conducted, the Ombudsman, together with senior members of his staff, met with the medical experts from whom detailed written opinions had been obtained for an in-depth discussion of their reports. The Ombudsman, after

canvassing all the information and opinions he considered relevant, concluded that the complainant represented no threat to anyone or himself. The fact that the complainant had attracted no unfavourable attention to himself during the time he was away from Penetang was of special significance.

Accordingly, in a letter dated December 16th, 1975, the Ombudsman wrote to the Honourable Mr. Justice Edson L. Haines, Chairman, Advisory Review Board, recommending that the complainant be restored to the status he enjoyed immediately preceding his arrest and return to Penetang on February 12th, 1975, and specifically

"that he be released from his present custody, returned to the Queen Street Centre in Toronto and that he be placed under Dr. Wayne's supervision and restored to the status he had when arrested last February with the condition that he report to the Metropolitan Toronto Police at regular intervals under arrangements to be worked out by Dr. Wayne."

In a letter dated December 19th, 1975, the Honourable Mr. Justice Haines acknowledged the receipt of the Ombudsman's letter and advised him that the Advisory Review Board had included his letter in its report to the Lieutenant Governor. He further advised that at another Board meeting about the complainant's case, the Ombudsman's letter was considered.

By Order-in-Council, O.C. 40/76, dated January 7th, 1976, the Cabinet approved the recommendation of the Advisory Review Board and, in part, unanimously recommended that the

"Administrator of the Mental Health Centre, be given a discretion, in the continued rehabilitation of this patient, to transfer the said patient to the Queen Street Mental Health Centre, Toronto, there to live in the said Queen Street Mental Health Centre. . ."

The discretion vested in the Administrator of the Penetanguishene Mental Health Centre was exercised and the complainant was restored to residence in the Queen Street Mental Health Centre, subject to conditions.

On his release from Penetang, the complainant visited the Ombudsman and members of his staff to express his appreciation for their efforts on his behalf. Since that time, he has kept regular contact with the Ombudsman's Office. Members of our staff were instrumental in securing employment for him with an upholstering company, an area in which he had acquired some skill and experience. The complainant is working satisfactorily at that job. One of our investigators who assisted in making arrangements for the complainant's employment also helped in his re-enrolment in the bartending course that was interrupted in February, 1975. He has since graduated from that course.

Our investigation was greatly enhanced by the co-operation which we received from officials in the Ministry of Health and members of the Advisory Review Board. That co-operation was best exemplified in the Honourable Mr. Justice Haines' letter of December 19th, 1975, in which he said, among other things

"...may I say that the Board sincerely appreciates your interest and assistance in this case.

May I go further and say that in respect of all patients under Lieutenant-Governor's Warrants, the Board will welcome your interest and involvement at any time prior to the making of their recommendation."

(82) SUMMARY OF COMPLAINT

The complainant in this case was divorced from her husband in October of 1974. She was not advised at that time that her OHIP coverage terminated upon her divorce. Unfortunately

she had been hospitalized on a number of occasions since her divorce.

Her complaint to us was that she was being asked to pay for the hospital bills incurred since her divorce.

The complainant was quite willing to reapply for her own OHIP coverage but felt that it was unfair that she be required to pay for the outstanding hospital bills incurred since her divorce since she had never been advised that she was no longer covered by OHIP. The requirement that she pay for these hospital bills was especially onerous since she had few assets and was unemployable due to an arthritis condition.

We notified the Ministry of our intention to investigate this case. Following our preliminary investigation we were notified by the Deputy Minister that as a result of our representations on behalf of the complainant the Ministry had agreed to provide her with retroactive OHIP coverage to January 1st, 1975. As a result the complainant obtained OHIP coverage for all the medical and hospital expenses she had incurred since her divorce.

(83) SUMMARY OF COMPLAINT

This complainant was referred to us by her Member of Parliament. The complainant who was 67 years of age felt that she had been unjustly dismissed from her job with the Ministry. She had been employed by the Ministry of Government Services for 5 years at the reception area. The position involved shift work and since the complainant had enrolled in several night courses at the University of Toronto, she wanted a job which did not conflict with her studies. She subsequently was employed on a contract basis with the Ministry of Health as a receptionist and switchboard operator. She was told before she began this position that if she did not prove satisfactory,

her employment would be terminated which it was about 3 weeks later.

One of our investigators contacted the senior personnel officer of the Human Resources Branch, Ministry of Health, who said that because of the complainant's age, she was not eligible for classified employment. However, he had obtained employment for her on a contract basis as a receptionist and switchboard operator. He felt certain that the complainant understood that if she did not prove satisfactory in this new position, her employment would end. About three weeks after she started this new job, there were reports of great confusion at the switchboard. The telephone instructor who was brought in to assist the complainant advised the personnel manager that she was unable to operate the switchboard efficiently and she was fired.

We concluded that the complainant was not unjustly dismissed by the Ministry.

(84) SUMMARY OF COMPLAINT

This complainant asked us to investigate a decision of the Board of Directors of Massage. He alleged that the decision had adversely affected several of his students. The complainant is the director of a massage school and told us that because of the Ministry's decision, 12 of his students would graduate several months short of the new graduation date set by the Board of Directors of Massage and would consequently be deprived of employment.

We contacted the secretary to the Board of Directors of Massage and discussed the plight of the 12 students and the complaint in general. He subsequently advised us that the

Board's first decision was unfair and that they would set a new examination date to accommodate the students. When the complainant was told of this change, he indicated that he also had 32 other students in his course who would graduate on a date commensurate with the first examination date set by the Board. Consequently, the complainant was worse off than before.

We contacted the Board again and outlined the new problem. The Board of Directors then planned a meeting to decide once and for all what dates would be set for examinations.

Following that meeting, we were advised that two examinations would be held in 1976 accommodating all students presently enrolled in all schools. However, starting in 1977, examinations will be held once a year.

(85) SUMMARY OF COMPLAINT

This complainant had a complaint against his dentist. He alleged that the dentist had performed faulty work while fitting his dentures and that he had taken this complaint to the Complaints Committee of the Royal College of Dental Surgeons who had rejected the complainant's position. We advised him of his right to appeal to the Health Disciplines Board which he did. The decision of the Health Disciplines Board was not in the complainant's favour. He, therefore, contacted us and asked us to investigate his allegation.

Our investigator contacted officials at the Health Disciplines Board and was told of the Board's review. The Board had examined the decision of the College's Complaints Committee in order to determine if the Committee had considered all the relevant facts and if its investigation indicated that the proposed solution was reasonable. They also considered whether

the Committee's decision had protected the public interest. After examining the file and considering the position taken by the Health Disciplines Board in confirming the Committee's decision, we concluded that the Health Disciplines Board reached a proper decision in this case, and so advised the complainant and the Board.

(86) SUMMARY OF COMPLAINT

This matter was brought to our attention through letters from the complainant who was the spokesman for patients on two wards at Toronto's Queen Street Mental Health Centre. The patients were concerned about the cut-backs in hospital beds by the Ministry and contended that this led to premature discharges from the hospital. The writer also cited one suicide which he felt had been precipitated by a premature discharge.

An investigator visited the Health Centre and discovered that the patients had addressed an inquiry to the administrator of the hospital, who had replied to them. The investigator spoke with the administrator who said that an inquest had determined that the suicide mentioned in the letter had been unpredictable and not due to a premature discharge. He also said that he felt the Centre's planned program changes would minimize the impact of reducing the bed capacity. He did not believe that the Government had singled out the Health Centre for any particular cut-backs.

We reported to the patients outlining the inquest findings into the suicide and explaining the current trend toward returning psychiatric patients to community life, thereby eliminating the necessity of lengthy hospital stays. We also said that, in our opinion, this matter had been dealt with appropriately by the Centre's administration.

(87) SUMMARY OF COMPLAINT

This complainant told us that in 1973 he was promised an \$8,000.00 grant by the Ministry to practise family medicine in Cochrane which was designated as an underserviced area.

He had completed an application with respect to his commitment to practise there, however, as he was not a landed immigrant, he had to return to England and obtain landed immigrant status. The complainant did this and returned to Toronto and proceeded directly to Cochrane as he had been told by the Ministry that it would not be necessary for him to meet first with officials in Toronto.

He began his family practice in April of 1974 and was subsequently informed by the Ministry that he was no longer eligible for a grant as he had begun to practise medicine voluntarily. He was further informed that since he was qualified as a surgeon in England and since the grant was only available for a family practitioner, he was, therefore, ineligible for the grant. The complainant's position was that, as his qualifications as a surgeon were not recognized in Ontario, he had agreed to practise only family medicine in Cochrane.

We sent a letter of our intention to investigate this matter to the Ministry on January 29, 1976. Shortly thereafter, our investigator contacted the Honourable Rene Brunelle, MPP, who was also working on the case. Mr. Brunelle informed our investigator that a meeting concerning this case had recently been held with the Honourable Frank Miller, Minister of Health, and Mr. Doug Wiseman, MPP, Parliamentary Assistant. However, Mr. Brunelle was unsure of the results of the meeting. On February 11, 1976, less than two weeks after we had informed the Ministry of our intention to investigate this case, we received a letter from Mr. Wiseman informing us that the Ministry had decided to pay the grant to the complainant.

(88) SUMMARY OF COMPLAINT

The complainant sought our help for his wife, a patient in the chronic care unit of the Brockville Psychiatric Hospital. The complainant told us that in 1958 his wife underwent brain surgery and in the spring of 1961 she was admitted to the Ontario Hospital in Brockville. Over the years she had made remarkable progress but suffered several relapses, the latest from which she had not recovered and according to medical opinion, is not likely to recover. He also said that in 1974 his wife was transferred to a nursing home but after three weeks she was returned to the Brockville Psychiatric Hospital. The management of the nursing home said that the other patients felt frightened by the complainant's wife and that the nursing home staff lacked the training for dealing with the problems inherent with patients such as the complainant's wife. The complainant had spoken with officials at the Brockville Psychiatric Hospital who said that any other nursing home would have the same difficulty caring for his wife and, as a result, the complainant felt his wife would permanently be assured of receiving care at the Brockville Psychiatric Hospital.

However, in February of 1975, the complainant was told that his wife's attending physician was again considering transferring her to a nursing home. As there had been no improvement in his wife's condition since her last admission to the hospital, he approached the hospital Administrator about his concerns and the Administrator had the application for the nursing home transfer withdrawn.

The complainant again became alarmed when he was advised that at the direction of the Ministry, a list was being prepared of patients at the hospital who could be transferred to nursing homes. He expected that his wife's name would be on the list. The complainant then contacted us to assist him in preventing his wife being removed from the hospital to another nursing home.

Our investigator was informed by the hospital Administrator that because of the availability of homes for special care and the financial restraints placed on the hospital, a survey was taken which showed that about 40% of the hospital's patients could be transferred to other institutions. The Administrator indicated that the complainant's wife might be one of the candidates subject to the transfer but he added that it was unlikely that the transfer would take place for 6 months. However, as a result of the Ombudsman's intervention the hospital decided not to transfer her. We contacted and advised the complainant of the results of the investigation. Unfortunately, the complainant's wife died shortly after the decision was made to keep her at the hospital.

(89) SUMMARY OF COMPLAINT

The complainant, a patient at the Mental Health Centre at Penetanguishene, complained that the Advisory Review Board had decided against releasing him even though there was no treatment available for him there.

We interviewed the complainant and he said that he had been in and out of institutions since 1963. He was first admitted to Penetang in 1966. His file showed that he was mentally retarded with poor social skills and very poor insight into his own behaviour which was shown by his belief that he needed no further treatment. At the time of his complaint he was incarcerated as a result of two rape charges. His file also showed that he had psychotic traits, including impulsivity, and the psychiatrist's opinion was that he would rape again without any thought as to the consequences. In fact he had tried to rape members of his family on several occasions.

The complainant told us that he had been an inmate at the Guelph Correctional Centre and that before his release date in June of 1972, he was sent to Penetang, where he was certified insane. This took place after his release date had passed. The complainant said that he had written to the hospital administrator regarding his possible transfer to the North Bay Psychiatric Hospital, but that he had not heard whether any action would be taken in this regard.

The complainant's situation was discussed with the hospital administrator, who indicated that he did not remember receiving any letter from him, and in fact, after a search through his files, maintained that he had never received a letter from the complainant. The administrator suggested that the matter be taken up with the complainant's attending doctor. Our investigator spoke with the physician, who stated that he diagnosed the complainant as a borderline mentally retarded person who was unpredictable and potentially dangerous. The complainant's case had been discussed with other doctors in the institution and it was their opinion that the complainant was too dangerous to be released. This opinion was supported by the fact that during his stay at Penetang, the complainant had been very uncooperative and would not participate in any program, such as the sex education groups.

We concluded that no further investigation of the case was warranted. The complainant was advised of this decision and we suggested that he discuss his problem with his lawyer who would be representing him at the next Advisory Review Board Hearing.

(90) SUMMARY OF COMPLAINT

A patient at the Northeastern Mental Health Centre in South Porcupine asked us to help him obtain his discharge. He said that in 1970 he was charged with wilful damage and break

and enter. In 1971 he was admitted to the Penetanguishene Mental Health Centre on a Lieutenant-Governor's Warrant. In July, 1972 the Lieutenant-Governor's warrant was loosened to allow his transfer to the North Bay Psychiatric Hospital. In 1974 a further review of his warrant resulted in his transfer to the Northeastern Mental Health Centre. He had been working at a sheltered workshop in the community repairing furniture, as well as attending school. The complainant felt that his stay in the psychiatric hospitals had helped him. He stated he had never tried to leave the hospital and felt no grudge towards anyone involved in his incarceration.

Our investigator consulted with officials at the Northeastern Regional Mental Health Centre. They showed the investigator recent correspondence from the Advisory Review Board indicating that in the Board's opinion the complainant was now considered fit to stand trial and recommending that he be returned to face his trial. The Board also suggested that the Crown Attorney should consider withdrawing the charges against the complainant. It was their opinion that pending the outcome of the complainant's trial he should remain in detention. Conversations with the staff at the Northeastern Mental Health Centre disclosed that the complainant was 23 years old with a degree of mental retardation who had only minimal communication skills. A number of the staff believed his incarceration to be unnecessary. He was described as likeable and his behaviour during the rehabilitative program was beyond reproach. However, the complainant's treatment team felt that his return to his home would be premature. They recommended that in view of the hospital being closed, he be placed in a boarding-house and continue to work at the sheltered workshop for a time. However, they had no authority to do this with a trial pending. Because the hospital was closing it was feared that the complainant might need to be sent to the North Bay Psychiatric Hospital.

The complainant was visited at the sheltered workshop. He appeared very pleasant and was able to indicate that he wanted to go home. The manager of the workshop said that the change

in the patient since he had entered the program was remarkable in that he had become the leader of his peers. However, the manager was also of the opinion that a direct return to his home would not be advisable at this time.

The Crown Attorney was contacted and advised us that the charges against the complainant had been withdrawn and that this information had just been communicated to the Secretary of the Advisory Review Board and the Northeastern Mental Health Centre. A call to the Northeastern Mental Health Centre established that this correspondence had not yet been received but on the strength of the information relayed by the Ombudsman, the hospital was able to go ahead with the patient's placement in the community.

The investigator was in the area some months later and visited the complainant. He was living in a new group home and was quite happy with this arrangement.

(91) SUMMARY OF COMPLAINT

This complainant wrote to us advising that the Durham Hospital was to be closed by the Minister of Health and requesting us to investigate the Minister's decision. The Deputy Minister of Health was contacted and it was determined that the decision to close certain hospitals had been made by the Cabinet. Since The Ombudsman Act precludes investigations into

"deliberations and proceedings of the
Executive Council or any committee
thereof,"

we could not investigate the decision.

The complainant was advised of our position and the reasons for it. We suggested that the complainant might consider other avenues open to her, such as making her own

representations to the Government or the Ministry of Health and possibly working through her local M.P.P.

(92) SUMMARY OF COMPLAINT

The complainant requested our help in obtaining a drug card from the Ministry in order to receive financial assistance with her unusually high drug costs incurred as a result of the progressive nature of her illness.

We researched this complaint and found that the Ombudsman lacked jurisdiction to deal with it since the complainant still had rights of appeal open to her which had not yet been exercised.

Although the complainant was advised of our lack of jurisdiction, she was provided with the necessary names and addresses of officials in the Ministry of Community and Social Services who would be in a position to assess her eligibility to obtain a drug card. She was also advised that if she was still not satisfied with the decision of the Government agencies after she had exhausted all her rights of appeal and review, we could then investigate her complaint.

(93) SUMMARY OF COMPLAINT

This complainant was concerned that her friend, who had been diagnosed as being 50% more limited in his physical capacity than in the previous year, had been refused an extension of his Extendicare grant. The complainant had paid a total of \$1,300.00 for her friend's stay in a nursing home.

Our investigator contacted the physician in charge of the nursing home who advised that he had personally applied for further Extendicare on behalf of the patient. He also said that he had appealed the Ministry's decision but had been unsuccessful.

Our investigator contacted the Secretary of the Medical Eligibility Committee for the Ministry who said that he had not received an appeal and he urged our investigator to ask the physician to pursue the appeal.

As a result, the complainant's friend was granted Extendicare and, in addition, the complainant was reimbursed for the \$1,300.00 she had paid to the nursing home.

MINISTRY OF HOUSING

(94) SUMMARY OF COMPLAINT

This complainant's problem concerned her application for accommodation in an Ontario Housing Corporation development. She alleged that she had not been offered suitable accommodation, mainly because she was disabled and confined to a wheelchair. She felt that the two locations which had been offered to her by the O.H.C. were not suitable due to her disability.

Our investigator contacted O.H.C. officials and was told that because of the complainant's handicap, the O.H.C. was experiencing a great deal of difficulty in finding her accommodation. The O.H.C. officials said that they would send a "home visitor" to see the complainant and explain the difficult situation to her.

Later, our investigator was informed that the "home visitor" had met with the complainant and had told her that she would have top priority for an appropriate apartment as soon as it became available. She was informed, however, that this type of accommodation was quite difficult to obtain since tenant turnover rate is extremely low.

Our investigator subsequently contacted the complainant who confirmed that the meeting had taken place. She also indicated that she was quite satisfied with the outcome of the home visit by the O.H.C. official.

(95) SUMMARY OF COMPLAINT

The complainant in this case was an O.H.C. tenant. Originally, both his sons had lived with him and the O.H.C. had taken the position that the sons were contributing about \$75.00 a month each towards the upkeep of the apartment. Consequently his rent was based on this assumption.

When one of his sons left the apartment, the complainant was dissatisfied with the new amount of rent he was required to pay. He felt that the O.H.C. had not lowered the rent enough to compensate for the fact that his son was no longer contributing to the upkeep of the apartment.

One of our investigators contacted O.H.C. officials and examined the complainant's file. The procedure by which the O.H.C. calculates the tenant's rent was reviewed and we concluded that it had been properly applied in this case.

As a result, we determined that the new rental rate was proper having regard to the formulas used by the O.H.C. The results of our investigation were explained to the complainant who appeared to be satisfied.

(96) SUMMARY OF COMPLAINT

These complainants asked us to help them obtain a certificate of title to their property from the Ministry. The certificate was necessary because they were selling their property in the near future.

The problem had originated with a retroactive subdivision change which invalidated the title to their home. The local Town Council had passed a by-law which rectified the problem regarding the complainant's title, but the by-law required the Ministry's approval.

We contacted the Ministry and explained the urgency of the situation regarding the Ministry's approval of the by-law. As a result, the Ministry approved the by-law the day before the closing date for the sale of the complainant's property.

(97) SUMMARY OF COMPLAINT

This complainant was offered an apartment in an Ontario Housing development, but when the apartment was shown to her, she found that it was mainly for senior citizens. She also discovered that it would be impossible to move her furniture through the door. When she complained to the placement officer she was told that the O.H.C. considered furnishings to be of secondary importance to the placement of people.

Because she refused to accept the apartment, the O.H.C. said it could not assist her and that her name and application had been removed from the waiting list.

Our investigator contacted Ministry officials and discovered that normally people who fit into this category are not completely removed from the waiting list but are placed further down on the priority list. But the Ministry officials found that due to some error the complainant had been removed from the list completely.

As a result of our intervention, the complainant's name was placed back on the list and she was contacted by O.H.C. officials to discuss her needs.

(98) SUMMARY OF COMPLAINT

A widow who came to Canada in 1960 with no other source of income except a part-time cashier's job had lived in an Ontario Housing development from 1970 to 1973 until she was forced to enter the hospital.

When she approached us, she had reapplied for an O.H.C. apartment but she had been removed from the active needs list by the officials.

Her English was very poor and she felt that there had been a number of misunderstandings between the officials and herself. The complainant, 65 years of age and in poor health, was living in the basement of a home but had been given notice to leave.

She wanted to live at a particular O.H.C. development because several of her friends lived there. She had been offered an apartment at another location but she declined the offer.

Our investigator determined that there were a number of apartments available at the building she desired. He contacted Ministry officials and advised them of the complainant's problem and her desire to live at the particular development.

As a result of our intervention, the complainant was provided with a bachelor apartment in the building she wanted.

(99) SUMMARY OF COMPLAINT

The complainant asked for our help in expediting the obtaining of sub-division approval from the Ministry for the sale of a portion of her property. She complained that there had been an unreasonable delay by the Ministry as a result of which she was losing a great deal of interest on the mortgage on the property and was therefore suffering a financial loss.

Our investigations disclosed that the complainant had not included all of the necessary information in her original application, and as a result, the sub-division approval had been delayed.

The Ministry made it clear that the approval would be forthcoming in the near future once the necessary information was supplied.

(100) SUMMARY OF COMPLAINT

The complainant contacted us about her rent arrears. She was a tenant in an Ontario Housing Corporation complex and because of her rent arrears the O.H.C. had asked her to pay \$10.00 per month in addition to her normal monthly payment.

She alleged that the O.H.C. accounting was incorrect, and in any event she said that she could not begin repayment until October 15, 1975.

Our investigation disclosed that the O.H.C.'s record of her account was correct and the complainant was persuaded that no error had been made in the calculation of her rental arrears.

However, the O.H.C. officials were contacted on the complainant's behalf and we arranged that the complainant would not have to begin making repayments until October 15th.

(101) SUMMARY OF COMPLAINT

This complaint involved the objection by a number of residents to the construction of a five unit building by the Ontario Housing Corporation in Ottawa.

The complainant and a number of other residents in the area were asked by the O.H.C. if they would agree to five units instead of four being built at the location. All the residents were opposed to such construction and they signed a petition objecting to the O.H.C. application that was before the Ottawa Committee of Adjustments.

Our Director of Research made a number of inquiries of the O.H.C. and learned that the site in question was correctly zoned for its intended use and, therefore, it was not

necessary for the O.H.C. to follow any rezoning procedures which could possibly give rise to a right of appeal or intervention by the complainant or any of the other local residents.

He also confirmed that the exterior and aesthetics of the project had been approved by the City's Design Approval Committee. It therefore became clear that the O.H.C. had acted in accordance with law and they could not be faulted for the action they had taken. As a result, the matter was resolved in favour of the Ministry and the complainants were so advised.

(102) SUMMARY OF COMPLAINT

A welfare recipient contacted us to complain that her application for accommodation had been rejected by the Ontario Housing Corporation. She indicated that her reason for applying to the O.H.C. was because she had been undergoing transsexual treatment.

The complainant had been advised by O.H.C. that to qualify for accommodation one must be married, 65 years of age or over, collecting a disability pension or suffering from poor health.

Our investigator contacted the appropriate O.H.C. officials and reviewed the complainant's case with them. The officials, although very sympathetic to the complainant's case, said that there were over 2,300 people on a waiting list for O.H.C. accommodation, and that priority was given to physically disabled senior citizens.

The O.H.C. took the position that the complainant's temporary physical disability would not justify her being given priority over other applicants on the waiting list.

Our investigation showed that the complainant was not suffering from extreme financial difficulties. It was also clear that the O.H.C. had given the complainant every consideration and that their decision not to grant her accommodation was, in our opinion, a fair and just one.

(103) SUMMARY OF COMPLAINT

The complainant in this case had experienced a long-standing problem with her application for accommodation in an Ontario Housing Project. She had been offered a number of different apartments, but none of them was in the area of the city that she had originally requested. As a result, she declined to accept any of the accommodation that was offered to her.

The O.H.C. officials felt that the complainant had been completely unreasonable in her request for accommodation in a specific building and they felt that they could not be of assistance to her since she would not even consider apartments offered to her in other buildings.

After a number of interviews with our investigator it became apparent that the reason the complainant, who was an elderly, partially crippled woman, desired the particular building was because it was very close to the subway which enabled her to be mobile. Another reason was that her daughter was in a school in that area and the complainant felt that it would be best if the child could remain in the same school.

When we explained the situation to the officials of the Ministry, they realized that the complainant's request was not totally unreasonable and it became clear that there had been a lack of communication between the Ministry and the complainant.

The officials indicated that since the particular building had a very low turnover rate the complainant might have a rather lengthy wait before she could be offered accommodation. However, when the situation was explained to the complainant, she was satisfied that at last the Ministry understood her situation.

In June of 1976 the complainant informed our office that as a result of our inquiries on her behalf she had been placed in the building of her choice.

MINISTRY OF INDUSTRY & TOURISM

(104) SUMMARY OF COMPLAINT

A sailboat owner had docked his boat at the marina at Ontario Place for the past two sailing seasons. In the fall of 1975 he submitted an application for the 1976 season. Apparently this application was never received, and in January of 1976 he was told that all the berths had been allocated and the marina would be unable to accommodate him for the 1976 season.

Our investigator contacted officials of the Ontario Place marina and reviewed the complainant's situation with them and it became apparent that the difficulty arose as a result of the national postal strike. Our investigator was told that one of the marina's staff members had tried to contact the complainant by telephone to determine whether he would be applying for a berth for the 1976 season. Apparently there was a mix-up in communications, however, and the staff member called the wrong telephone extension number and was therefore unsuccessful in attempting to communicate with the complainant.

There was a waiting list of about 150 people and the complainant was at the bottom of this list when the problem came to light.

After further discussion of the complainant's problem with Ontario Place officials, it was agreed that the complainant's application would be given priority and he was moved into the top 10 applications on the waiting list.

MINISTRY OF NATURAL RESOURCES

(105) SUMMARY OF COMPLAINT

In 1966 the complainant purchased a small cottage from a friend who had previously erected it on land supposedly owned by another individual. The complainant paid the yearly taxes from 1966 to 1974. In 1974, suspecting that the original vendor had not actually owned the land outright, he went to the local Registry Office and found that it was in fact Crown land.

The complainant then contacted the Ministry requesting an opportunity to purchase the land. He was told that he was occupying Crown land without authority and was requested to relocate his cottage.

The complainant had made a number of appeals to the Ministry for permission to either purchase or lease the property, but he was repeatedly informed that he could neither purchase nor lease it.

When the complainant finally contacted us, he had been advised that if he did not move the cottage, the local Sheriff would remove the building and the contents.

As a result of our intervention, the Ministry wrote to the complainant and the Ombudsman indicating that they were arranging to have a survey performed to determine the exact location of the cottage in relation to the Crown land.

Later the Ministry advised that the survey had disclosed that the cottage was not on Crown land as had been thought. As a result, the Ministry said that it would no longer be necessary for the complainant to relocate the cottage.

(106) SUMMARY OF COMPLAINT

This complainant was the holder of a lease in Algonquin Park. The lease was subject to certain conditions in the event that the property was transferred during the term of the lease to a person other than a member of the leaseholder's immediate family. In 1974, the complainant received an offer to purchase the property from an employee of the Ministry. The complainant notified the Ministry in writing of her intention to transfer the leasehold property and was advised by the Ministry to proceed with the transaction. However, at a later date the complainant was told by the Ministry that she could not proceed with the transfer.

Our investigator contacted Ministry officials and requested an explanation for the difficulties the complainant had experienced.

Subsequent to our inquiries, a letter was received from the Minister saying that all obstacles had been cleared and the transfer was expected to be completed within two weeks.

(107) SUMMARY OF COMPLAINT

The complainants were leaseholders from the Department of Lands and Forests (now the Ministry of Natural Resources) in Rondeau Provincial Park. They first became leaseholders in 1952 when the lessee of the property assigned the remaining unexpired term of his lease.

The lease which the complainants received in 1952 contained an "option to renew" clause. The option was exercised in 1954. The complainants received from the Department of Lands and Forests in 1956 a lease, the term of which ran for 21 years and 6 months - that is until December 31, 1975. However, this lease did not contain an "option to renew" clause as had the

previous lease.

The complainant's contention was that the Department of Lands and Forests erred in not providing them with the option to renew their lease. The facts relied upon in support of this contention were the following: The Provincial Parks Act which first established the Government policy of discontinuing lease renewals in Provincial Parks was not declared in force until December 1, 1954. Ontario Regulation 696 which was passed pursuant to the Provincial Parks Act stated the following:

"No person shall occupy land in a Provincial Park except, (b) under a lease granted before the Second day of July, 1954 and any renewal thereof, where the lease provides for such renewal."

The complainants submitted that since their lease had been granted on July 1, 1954, there was no reason why their new lease should not contain an "option to renew" clause.

In addition, the complainants cited the fact that four other leaseholders with the same effective date of renewal received renewal clauses in their new leases. These renewal clauses allowed the four leaseholders to exercise their option to renew before December 31, 1975 and continue leasing the land until December 31, 1996.

The complainants said that the former Provincial Park Superintendent had assured them that while the Department of Lands and Forests did not provide an "option to renew" clause in their lease, it was a policy of the Department to permit the leases to be renewed. On the basis of this assurance the complainants had made extensive and costly improvements to their cottage property.

When our investigation began, it became apparent that

the expiry date for the complainant's lease was fast approaching, but the Ombudsman was able to secure the consent of the Ministry to withhold taking any action to dispossess the complainants pending the completion of our investigation.

Ministry officials admitted to our investigator that there was the possibility of an error having been made in connection with the complainant's lease as opposed to the four other leaseholders who had received leases with "options to renew". The Ombudsman met with the Deputy Minister and suggested to him that in the interest of fair and equitable treatment to the complainants, and in view of the fact that at least four other leaseholders had received renewal clauses in their leases in 1954, it was the Ombudsman's opinion that some sort of remedial action was required in this case. It was further suggested to him that had the complainants been granted a renewal clause in their lease they would undoubtedly have exercised their right to renew as had the four other leaseholders.

Accordingly, the Ombudsman recommended that a new lease be drawn up in respect to the complainants' property and that the term of such lease be 21 years commencing January 1, 1976 and expiring December 31, 1997.

Subsequently, a letter was received from the Deputy Minister saying that in view of the fact that the complainant's lease was renewable on July 1, 1954 and the effective cutoff date of the regulation was July 2, 1954, and in the interest of fairness and equity, the Ministry would accept the Ombudsman's recommendation.

(108) SUMMARY OF COMPLAINT

The operator of a hunting and fishing camp had signed an agreement with the Ministry agreeing to move his camp 400

feet from the shore. As a result of the agreement he was issued a land use permit. The complainant was required to move the camp before August of 1975 and the Ministry said that if the camp was not moved they would not issue a new land use permit.

The complainant contends that the camp is located in the best possible spot since it is on one of the best sand beaches on the lake.

Our investigator spoke with officials of the Ministry in Toronto and Wawa. They said that they did not feel they should issue a further permit to the complainant unless he moved the camp. The complainant had signed an agreement to move the camp and this agreement had been the condition upon which he received the land use permit. We found that the Ministry had acted in a just and reasonable manner and the complainant was advised by letter that he would be required to move the camp by the end of May or else he would not receive another land use permit.

(109) SUMMARY OF COMPLAINT

This complainant told us that since he was unable to work at a regular job due to poor health, he was receiving family benefits. He asked us to help him obtain a licence for a trap line so that he could become self-sufficient.

Several inquiries were made to officials of the Ministry, one of whom indicated that such licencing is done through the various district offices and is governed by the Game and Fish Act. He informed us that for conservation reasons, only a limited number of trap lines were allowed and that most district offices have a waiting list of people who wish to obtain licences.

The complainant was advised of this information and that because he had a right of review concerning the decision of the district office in refusing to issue him a licence, we did not have jurisdiction to investigate his complaint. He was advised of the steps that he should follow if he wanted to avail himself of the review procedures under the Game and Fish Act and invited to contact us again if he required further assistance.

MINISTRY OF REVENUE

(110) SUMMARY OF COMPLAINT

An elderly prospector was confused about a number of problems relating to the Tax Assessment of some of his mining claims.

The complainant later sent additional information to our Office together with a number of cheques which were due to be paid to the Tax Assessment Branch of the Ministry. Our investigator delivered the cheques to the Corporation Tax Branch of the Ministry. Ministry officials were interviewed and a number of the complainant's problems were brought to their attention. It became clear that the Ministry could readily answer all of the problems raised by the prospector in relation to his Tax Assessment. The Ministry officials agreed to write to the complainant giving an explanation for the problems he had experienced.

(111) SUMMARY OF COMPLAINT

This complaint concerned the procedure followed in applying for a Vendor's permit for the purposes of retail sales tax. The complainant had made an application on behalf of his corporation to the Windsor Sales Tax Office.

The complainant said that he was interviewed by someone in that office and that he had taken offence to the form of questioning used by the individual. Apparently he was asked questions of a personal nature regarding his own financial situation and he was also asked questions concerning members of his immediate family. The complainant felt that he should not have been subjected to this form of questioning.

We wrote to the Director of the Retail Sale Tax Branch of the Ministry outlining the problem the complainant had

experienced. The Director then wrote to the complainant advising him that the staff member who had questioned him was a new employee, did not realize that the complainant was applying for a vendor's permit on behalf of his corporation, and questioned him much more than was necessary. The Director apologized to the complainant for the misunderstanding.

(112) SUMMARY OF COMPLAINT

The complainant operated a one-man business - building, delivering and installing cabinets. He questioned the application of Ontario Sales Tax to the product he produced and he specifically questioned the stage at which it was applied. He felt that Ontario Sales Tax should not apply to his business at all.

He also felt that his attempt to clarify the situation with the Ontario Retail Sales Tax Department had only confused the issue and he asked us to clarify the matter for him and, in particular, to tell him whether it was necessary for him to pay Ontario Sales Tax.

The complainant's problem was researched by the Director of Research. We determined that although the problem was within our jurisdiction, there was no specific complaint, but instead, a request for information. We then contacted the Manager of Legislation and Communication for the Retail Sales Tax Branch of the Ministry.

After this consultation, we wrote to the complainant advising him of the job description of "Manufacturing Contractor" and "On-site Installation" and the amount of tax applicable when these jobs were carried out. This was the information he had attempted to obtain. We suggested to him that if any further questions arose, he should contact the Manager of Legislation and Communication for the Retail Sales Tax Branch of the Ministry.

(113) SUMMARY OF COMPLAINT

The complainant contacted us alleging that he had been the victim of criminal harassment for the last 3½ years of employment with the Ministry of Revenue. The complainant had originally been hired by the Ministry as a "Clerk 2" in the Gasoline Tax Branch of the Treasury. He was subsequently promoted to "Clerk 3" and then received a promotion to "Clerk 5".

The complainant found the workload too heavy in his new position and he requested a transfer to his original position of "Clerk 3". He did so being aware of the fact that he would suffer a salary cut; however, he considered his health to be more important and, therefore, requested that he be demoted.

After he was granted the transfer, he wrote to the Civil Service Commission complaining that he had been persecuted by the Gasoline Tax Branch. The grievance officer informed him that the Civil Service Commission could do nothing for him since the demotion had been the result of the complainant's own request.

The complainant subsequently requested a hearing before the Public Service Grievance Board at which time he complained that he had been the victim of "evil trickery with intent to damage his life, living, and welfare". At the hearing, his grievance was dismissed as the Board was unable to find any evidence that the complainant had been maneuvered into demotion nor was the department or any of its officials found to have acted improperly.

A senior member of our staff met with the Chairman of the Public Service Grievance Board to discuss this case and examined the Board's files respecting the complainant's grievance.

Unfortunately, there were no transcripts of the hearing so we were unable to review the evidence which was led on the

complainant's behalf. We did, however, examine all the correspondence and documentation before the Board and particularly the complainant's original letter requesting a transfer to his original clerical position for health reasons and acknowledging that he realized that this action would result in a salary decrease.

As a result of our investigation, we concluded that the Public Service Grievance Board had not acted improperly or unreasonably in dismissing the complainant's grievance. The complaint was found to be unsupported and the complainant was advised accordingly.

(114) SUMMARY OF COMPLAINT

This complainant had bought a boat and intended to use it as a permanent residence. In view of its intended use, the complainant had requested the Ministry of Revenue to exempt the boat from sales tax. The Ministry rejected this proposal contending that a boat is not "real property".

Our office determined that the Retail Sales Tax Act exempts from Retail Sales Tax boats to be used solely for commercial fishing, or for other commercial purposes. The Ministry, therefore, had acted according to law. Our office suggested to the Ministry that consideration should be given to the advisability of amending the Act so as to exempt boats which are to be used by their owners as permanent residents.

The Director of the Retail Sales Tax Act Branch advised us that any changes in the application of Retail Sales Tax would constitute a policy decision.

Therefore, we directed our recommendation to the Ministry of Treasury Economics and Intergovernmental Affairs.

The Honourable Darcy McKeough, Treasurer of Ontario, subsequently informed us that the Ministry did not accept the rationale behind our recommendation that a boat which was used as principle residence should be exempt from Retail Sales Tax.

MINISTRY OF THE SOLICITOR GENERAL

(115) SUMMARY OF COMPLAINT

This complaint originated in a letter from the complainant which was accompanied by a petition signed by 1,000 citizens of Stratford. The complaint concerned the fact that the Ontario Police Commission Public Hearing inquiring into the Stratford Police Department had been adjourned on September 3, 1975. The complainant and the petitioners requested that the hearing be re-opened.

The hearings had begun as a result of the resignation of the Chief of the Stratford Police. There had been allegations made of conflicts between the former Chief of Police and the members of the Stratford Police Commission. It was as a result of these allegations and the subsequent resignation of the Chief of Police that the Ontario Police Commission decided to conduct a hearing into the matter.

The Ombudsman and members of his staff met with two members of the Stratford Police Commission, both of whom had allegedly been involved in the conflict with the former Chief of Police.

After a thorough discussion with the Ombudsman, the two members said that they would request that the Ontario Police Commission reconvene its inquiry.

The Ontario Police Commission hearing was subsequently rescheduled for December of 1975.

(116) SUMMARY OF COMPLAINT

The complainant's son and another youth were killed in a car accident. The complaint concerned the fact that the Chief Coroner had not held an inquest into the deaths but the insurance companies held back payment of any money to the

deceased's family pending an inquest.

Our Director of Research determined that the Coroner's Act provides procedures that an interested person may follow in an attempt to have an inquest held if he or she so desires. As a result, it was determined that due to the procedures set out in the Coroner's Act the complaint was premature.

We wrote to the complainant outlining the provisions under the Coroner's Act and explaining the three procedures that the complainant could follow in an attempt to have an inquest held. The complainant was advised further to request in writing that the local Coroner conduct an inquest. She was advised that if this request was unsuccessful, a request should be made to the Chief Coroner to review the decision of the Coroner not to hold an inquest. She was also advised that she could appeal the decision of the Chief Coroner to the Solicitor General who would be empowered to direct the Coroner to hold an inquest. We also told her that if she was still not satisfied after following these procedures, she could then appeal to us to investigate the matter of her behalf.

(117) SUMMARY OF COMPLAINT

This complainant outlined a complaint that she had against a supermarket. Due to numerous thefts, the supermarket hired security guards to patrol the store which is close to the complainant's home. On two occasions, the complainant was harrassed by the guard while she was shopping. Apparently, he demanded to look inside her purse and shopping bag.

One of our investigators contacted the supermarket and was told that the guards were employees of a private security company and that any complaints should be forwarded to the Registrar of the Ontario Provincial Police.

The complainant was advised that as there was a right of objection that she had not exercised, we could not investigate the matter further. She was also advised that if she still had problems after contacting the Registrar, she could then come to us again.

MINISTRY OF TRANSPORTATION & COMMUNICATIONS

(118) SUMMARY OF COMPLAINT

The complainant received a request from the Ministry to mail her driver's licence renewal form together with a cheque some 40 days in advance of the date her existing licence would expire. She felt that this was an unfair practice and that she should be allowed to send a post-dated cheque. However, a notation on the renewal form said, "Do not postdate cheques" and "Mail it now". She wanted this practice changed as she felt the Government would receive the driver's licence tax sooner than necessary.

One of our investigators contacted the Ministry's Director of the Driver Branch and was advised that it was originally the practice to send renewal forms 40 days in advance of the date that a licence was due to expire. As a result of staff shortages and problems related to the uncertainty of mail delivery, it became necessary to extend that period to 60 days but the time had changed back to 40 days. The reason for the requirement that cheques not be post-dated is that until cheques are cleared, the Ministry cannot process applications for licence renewals. The reason for requiring that applications be mailed promptly is due to the uncertainty of the mails and to ensure that the large volume of applications is dealt with fairly and expeditiously.

There are approximately 150,000 applications for renewal handled every month and the reason for sending out these application forms well in advance is to provide the Ministry with some flexibility in terms of time and to provide an advantage to people who may be on vacation often for as long as a month. This ensures that the licencees will receive their licences on time and it also allows a smoother flow of the large volume of applications the Ministry handles. It was also pointed out that the interest on the \$9.00 licence fee for 30 days is negligible and that the co-operation sought by the Ministry is not too onerous a request to make in the interest

of departmental efficiency.

We wrote the complainant and advised that for the above reasons we felt that her complaint could not be pursued any further.

(119) SUMMARY OF COMPLAINT

A driver had collected 15 demerit points and had lost his driver's licence for one month. The complainant earned his living by driving a truck and he said he was now in danger of losing his job as a result of his licence suspension. The complainant requested our assistance in having his licence reinstated for the hours that it would be necessary for him to work.

We determined that the Ministry has no choice but to suspend a licence for 30 days once 15 demerit points have been accumulated. There is no legislative flexibility to allow otherwise and there is no discretion to allow the Registrar of Motor Vehicles to issue a restricted driver's licence which would allow the complainant to continue to earn his living by driving a truck.

We suggested to the complainant, however, that he could appeal his conviction and file a notice of the appeal with the Traffic Tribunal and the Registrar which would result in the demerit points resulting from his latest conviction not being registered against him until the outcome of this appeal.

(120) SUMMARY OF COMPLAINT

The complainant sought our assistance to determine why there were no evening or Saturday hours when an appointment can be made for a road test or when the actual road test can be taken. The complainant told us that: -

1. The Ministry's office hours in Burlington are from 8:15 a.m. to 4:30 p.m., Monday through Friday.
2. Appointments for road tests must be made in person by the applicant.
3. The fee must be paid in advance at the time the appointment is made.

The complainant said that one must also appear in person to change an appointment. The complainant contended that these hours are very unfair to individuals who must first take time off work to make an appointment for a driver's test and then do so again to take the test.

Ministry officials advised us that the hours now in force are a result of a Parliamentary Committee investigation conducted several years ago into the most efficient hours of operation. The situation is being examined, however, with a view to changing the hours to allow evening and/or Saturday operation. Once this report is completed, it will be available from the Ministry. We were also told that appointments for a driving test could be made by mail and, therefore, one does not have to take time off from work for this purpose. The Ministry subsequently forwarded two copies of its interim report on office hours to us and a copy of this report was sent to the complainant, who was also informed that appointments could be made by mail.

(121) SUMMARY OF COMPLAINT

The complainant contended that the Ministry had been unfair in its refusal to grant him a commercial entrance permit to his property in Thunder Bay. The Ministry cited as a reason for its refusal the fact that the entrance would be located on a public highway with less than 800 feet of visability and also that the access road would be situated on a grade exceeding 4%. The Ministry felt it could not accede to the complainant's request because of the dangerous location of the proposed entrance.

The Ministry proposed to the complainant that he move the entrance 450 feet north of its existing location thereby placing it in a much safer position for the traffic using the highway.

However, the complainant was not satisfied with this proposal and was, in fact, very rigid in his attitude.

An investigator contacted the complainant and met with a Ministry official in the Thunder Bay District Engineering Office. The investigator reviewed the Ministry's files in relation to the matter and also studied the engineering contour maps of the location. Our investigation determined that the Ministry has a uniform policy relating to commercial vehicle entrances onto public highways. This policy has been developed over a number of years as a result of considerable experience and appears to be administered uniformly throughout the Province.

It became apparent to us that the Ministry had considered the complainant's request fairly and the decision not to grant him a commercial entrance permit at the location he desired was correct. We concluded that the complainant's proposed location for the entrance was unsafe. In light of

the Ministry's proposal that the entrance be located 450 feet further down the highway, and also considering the complainant's rejection of this proposal, we also concluded that the complainant had been dealt with in a fair and just manner.

(122) SUMMARY OF COMPLAINT

This complainant said he had been unjustly treated by the Ministry because he was required to wear corrective lenses while driving a motor vehicle.

The complainant was the holder of a Class 1 (Chauffeur) and a Class 4 (Chauffeur including motorcycles) driver's licence with no visual restrictions placed on either. He later applied for and was successful in obtaining a Class 5 driver's licence. A Class 5 driver's licence permits an individual to operate various motor vehicles including a school bus and motorcycle. However, the complainant's Class 5 driver's licence required him to wear corrective lenses while driving any vehicle including a school bus. The complainant said he was not being treated as fairly as other drivers.

Our investigator contacted the Director of the Driver Licence Branch of the Ministry and reviewed the policy in cases of this nature.

We determined that the Ministry takes the position that when an individual applies for a licence of a higher degree, the individual is required to meet a more demanding visual and medical fitness standard. The rationale is that when a driver is charged with the care and safety of young children in a school bus, he is obligated to operate the vehicle to his maximum potential.

For the complainant to meet the qualifications for a Class 5 driver's licence, he would be required to wear prescribed lenses. We determined that the complainant had been treated no differently than any other applicant for a Class 5 driver's licence.

(123) SUMMARY OF COMPLAINT

The complainant contacted us on behalf of the Union of Francophone Parents and Ratepayers of Carleton Section (Ottawa). The complainant said that a member of their group had been prosecuted because he refused to use unilingual application forms for the renewal of a driver's licence and that another member of the group spent some time in jail because she refused to pay the amount of the ticket printed in English only. The complainant requested us to concern ourselves with the difficulties that Franco-Ontarions have in winning respect for their language and culture in Ontario.

Our Assistant Director of Research contacted a Ministry official who told her of the Ministry's new plan for the eventual translation of all drivers' licencing forms. Since there are more than 100 such forms, the official explained that the task was a formidable one and would be done in a staged process. We advised the complainant of this information.

(124) SUMMARY OF COMPLAINT

A former public servant requested our help in having him reinstated. The complainant had been charged with uttering a false document and was subsequently suspended from his job with the Ministry of Transportation and Communications as provided under The Public Service Act. The complainant's suspension was continued pending the outcome of the charge against him pursuant to the same Act. The complainant was eventually acquitted of the uttering charge and approached the Ministry for re-employment. However, after their purusal of his case, the Ministry of Transportation and Communications officially dismissed him.

Our investigator contacted Mr. Doug Moffatt, M.P.P., who was familiar with the case. The substance of this complaint was that the complainant wanted the Ombudsman to obtain an exemption for him under Section 62 of the regulations passed pursuant to The Public Service Act which says that the decision of the Grievance Board is final.

Further investigations revealed that because of the complainant's behaviour during his suspension which included threatening phone calls to people in the Ministry, this case was not an appropriate one to petition to the proper officials for an exemption.

We therefore wrote to the complainant indicating that we felt that the Ministry had acted in a reasonable manner in his case.

WORKMEN'S COMPENSATION BOARD

(125) SUMMARY OF COMPLAINT

The complainant stated that while working, he fell off a ladder and injured his right leg and hip. He also said that he reported this accident to his foreman and that he went to see several doctors who treated his injuries.

The complainant's initial claim for compensation was denied by the Workmen's Compensation Board. It was later rejected on appeal due to the fact that the Workmen's Compensation Board was unable to locate one of the doctors that the complainant said had treated him. There was no evidence that he suffered this fall at work and there were no witnesses to support his claim. However, the complainant did have to have an operation for a lipoma of the right thigh.

Our investigation revealed that the complainant did not stop working as he had indicated, but was fired because of a bad employment record. Our investigator interviewed the complainant's former foreman who knew nothing about this matter at all. After going over the Workmen's Compensation Board files our investigator also discovered that there was no record with the College of Physicians and Surgeons of one of the doctors alleged to have treated the complainant.

Two other doctors who allegedly treated the complainant had no records of such treatment in their files and no record was found of a clinic which the complainant claimed to have attended.

After reviewing the evidence, the Ombudsman concluded that this complaint against the Workmen's Compensation Board was unjustified.

(126) SUMMARY OF COMPLAINT

The complainant said that he had suffered an industrial accident that resulted in an arm and neck injury. He had contacted the London Office of the Workmen's Compensation Board to establish his claim and after 10 weeks he still had not received any money.

We learned that the complainant had received a number of contradictory letters indicating that various forms which he had mailed some time ago were missing.

Our office contacted the W.C.B. and was advised that a cheque would be mailed to the complainant.

(127) SUMMARY OF COMPLAINT

This complaint was brought to our attention through a letter from a Toronto Alderman on behalf of the complainant. This matter concerned the complainant's partial disability compensation of about \$40.00 per month. The complainant had appealed for a larger amount but the appeal was denied. The complainant then sought the assistance of the Alderman who contacted the W.C.B. but met with no response to his initial contact. He then wrote a second letter to the Board and sent a copy of this letter to our Office.

Our investigator contacted the W.C.B. and discussed the claimant's case. The Board increased his disability pension by \$23.00 per month.

NON-JURISDICTIONAL

(128) SUMMARY OF COMPLAINT

The complainant asked us to assist him with a complaint against the New Brunswick Workmen's Compensation Board. He had suffered an industrial accident in 1958 which caused the loss of a thumb and two fingers and the paralysis of the remaining two fingers on his left hand. At the time of the complaint, he received a disability pension of \$48.00 per month. In 1972, he had received a 10% commutation of his pension amounting to \$3,300.00. The complainant said that he would like commutation of the remainder of his pension and stated that he would settle for about \$15,000.00.

We advised the Office of the New Brunswick Ombudsman that the complainant sought his assistance in trying to obtain a commutation of his pension. We were subsequently advised that as a result of the New Brunswick Ombudsman's review of this matter, the complainant's monthly pension had been increased from \$48.00 to \$101.25. A further letter was received from the New Brunswick Ombudsman advising that an additional lump sum payment of \$5,000.00 and retroactive benefits of \$1,156.00 had been sent to the complainant.

(129) SUMMARY OF COMPLAINT

The complainant had applied for unemployment benefits when he became unemployed in January of 1976 but by April he had not received any benefits.

During an interview with the complainant, we discovered that he did not have the separation slip from his last employer. This separation slip was necessary for obtaining unemployment insurance benefits. We also discovered that the complainant had been in contact with his M.P., Lincoln

Alexander, and with Mr. Alexander's assistance he had written registered letters to his former employer requesting the separation slip. The complainant indicated that every time he went to the Unemployment Insurance office he was told that there would be no change in his status and that he would have to wait for the separation slip.

One of our investigators, in the company of the complainant, went to the Unemployment Insurance office and spoke with a U.I.C. employee who repeated that there would be no change in the complainant's status. The investigator mentioned the fact that Mr. Alexander was assisting the complainant and requested that the employee check to see if there had been any status change. The employee complied with the request and found that, in fact, the claim had been processed and was ready to be cleared. The investigator asked if the payment could be expedited and the U.I.C. official told him that she would telephone the liaison officer in the Technical Service Division which would speed up the complainant's cheque so that he would receive it early that week.

(130) SUMMARY OF COMPLAINT

The complainant's doctor contacted us with a problem that his patient was having with the Pension Board of the Department of Veterans Affairs.

The doctor felt that the complainant was being unfairly harassed by the Pension Board which was trying to catch him in an act that would cause his pension to be reduced. The strain that the complainant was under as a result of this caused him to be hospitalized and his wife to become very nervous.

This complaint concerned a Federal agency and, as such, was beyond our jurisdiction. However, we recommended to the doctor that he contact the Minister of Veteran Affairs to have the situation resolved. The doctor did so and was informed that members of the Pension Board were visiting the complainant, but they were attempting to have his pension increased rather than decreased.

(131) SUMMARY OF COMPLAINT

The complainant requested our help with the problem he was having in bringing his brother, who lived in France, to Canada. The complainant owns a restaurant in Toronto and wanted to have his brother join him. He had been unsuccessful in his efforts to do so, although he had in the past brought 25 other people from France to work for him in the restaurant.

As this complaint dealt with the Department of Manpower and Immigration, it was outside our jurisdiction. We made inquiries of the Department of Manpower and Immigration, however, and advised the complainant that his brother was not allowed to immigrate to Canada because he had been classified as a "new worker" and, as such, had received no points on his occupational demand sheet. The complainant said, however, that his brother had been employed as a cook in France and was planning to continue this occupation in Canada. We determined that this information would allow the brother some occupational demand points.

As the complainant's brother was in the French military at the time of the complaint, the complainant indicated that he would make another application to bring his brother to Canada when his military service ended.

(132) SUMMARY OF COMPLAINT

The complainant wrote to us on her husband's behalf and said that upon his retirement, he had been unable to collect a pension from the City of North Bay.

The complainant was advised that this was a matter between a private citizen and a municipality and, as such, was outside our jurisdiction.

Our inquiries showed that when her husband retired, he was not eligible for pension benefits since he had never contributed towards the city's pension plan. During the investigation, our Director of Research spoke with city officials who, although sympathetic to the former employee's plight, rejected the idea of purchasing a pension for him, but they decided to provide him with part-time employment at \$40.00 per month which, when added to his Canada Pension, would be equal to the total net income he would have received had a pension been purchased for him.

(133) SUMMARY OF COMPLAINT

The complainant wrote to us with a complaint against the Township of Huron. The complainant indicated that about two years prior to his letter to us, he and other cottage owners at Point Clark agreed to share the cost of installing a drainage system. The estimated cost of the system was \$34,000 but the actual cost approved by the Township Council was \$145,000.

The complainant was very upset over this increase and was concerned because the cottage owners were not consulted.

The complainant was advised that due to the limitations placed upon the Ombudsman by The Ombudsman Act, we

were powerless to assist him with a complaint against a municipal government. However, the complainant and other concerned cottage owners were advised of the procedures available whereby they could appeal the Township's approved assessment. The procedures for appealing to the Assessment Review Court were outlined to them as well as their further right to appeal either to a county court judge or to the Ontario Municipal Board.

(134) SUMMARY OF COMPLAINT

The Unemployment Insurance Commission had sent documents to the complainant indicating that he had withdrawn \$1,005.00 in sick benefits during 1974. The complainant contended that he did no such thing and, as a result, rather than receiving a \$282.00 income tax rebate, he received only \$44.00. A U.I.C. representative had already agreed that the mistake was theirs and the \$1,005.00 had been sent to another individual with the complainant's name. However, the U.I.C. took the position that until they learned the identity of the person who received the \$1,005.00, they were unable to make the correction in their bookkeeping.

Although this complaint dealt with a Federal agency, our investigator made several inquiries. The U.I.C. indicated that it would rectify the mistake, but it would take approximately two weeks to do so. A representative of the U.I.C. also agreed to write or call the complainant to assure him that the "wheels had begun to turn". We subsequently learned that the matter had been resolved to the complainant's satisfaction.

(135) SUMMARY OF COMPLAINT

This complaint was brought to us by a third party on behalf of the complainant. Our investigator was told that the complainant had not eaten for approximately 1-1/2 weeks, was suffering from malnutrition and bedsores and was probably trying to commit suicide. The third party indicated that he had called the Police Ambulance Service, the Suicide Centre, The Salvation Army and Sunnybrook Hospital who all felt they would be violating the complainant's personal liberties if they removed him against his will.

We determined that this complaint was a private matter and, therefore, outside our jurisdiction. However, our investigator called a doctor at the Clarke Institute of Psychiatry who referred him to the Southwest No. 1 Crisis Unit at the Queen Street Mental Health Centre. A member of the Crisis Unit said that she would dispatch a "home visitor" immediately to assist the complainant. We were subsequently advised that the complainant had been taken by ambulance to the Crisis Centre.

(136) SUMMARY OF COMPLAINT

This complainant asked for our help with a problem he was having with Metropolitan Toronto regarding the terms of sale of a parcel of property to which he formerly held title. The substance of the complaint was whether a small parcel owned by the complainant was sold along with a larger parcel to the Municipality.

The complainant was advised that this matter was outside the jurisdiction of the Ombudsman because it dealt with a municipal government, however, an investigator spoke with officials in the City Planning Department in an attempt to resolve the problem.

Due to our intervention, the complainant was able to meet with officials within the Planning Department and the matter was subsequently resolved to the satisfaction of both parties.

(137) SUMMARY OF COMPLAINT

The complainant told us that he had undergone corrective surgery on his leg which had been broken as a result of a car accident. Upon his recovery, he obtained employment but had to undergo further surgery to correct another problem with the same leg. He then applied for Unemployment Insurance but did not receive any benefits for some time. Then, because of a computer problem, he was unable to receive any funds for another month. As a result of the delays, he was unable to support his family and requested our help in expediting his payments.

Clearly, this was a matter outside our jurisdiction as it dealt with a Federal agency. However, inquiries were made with the local Unemployment Insurance Commission office. As a result, the complainant's file was examined and it was determined that he should have already received three cheques, and the benefits were sent to him immediately.

(138) SUMMARY OF COMPLAINT

This complainant asked us to investigate alleged harassment by a collection agency. The complainant was receiving an allowance of \$190.00 per month from the Ministry of Community and Social Services and earning approximately \$40.00 per month distributing handbills. The complainant, who had taken out a student loan while attending university, had

been repaying it at the rate of \$6.00 per month. However, due to the slowdown in handbill distribution during the summer months, she was unable at the time of her complaint to pay the \$6.00 per month.

She told us that she had received a telephone call from her employer who said that someone had called leaving a message that her father was ill and asking her to call as soon as possible. The complainant called, only to discover that the message concerning her father's illness was a device employed by the collection agency to try to get her to pay the remainder of her student loan. As a result of this phone call, the complainant became hysterical and came to our office for help.

This complaint was a private matter, and therefore, outside our jurisdiction, however, an investigator telephoned the collection agency and explained the complainant's circumstances and suggested that the complainant pay \$3.00 per month on her loan, which the collection agency agreed to.

The complainant was informed of the steps taken on her behalf and she said that she would have her cheque to the collection agency in the mail by the end of the week.

(139) SUMMARY OF COMPLAINT

The complainant was a 63 year old woman who had worked with her husband as an apartment superintendent for the past fifteen years. Although both the complainant and her husband performed the duties required of this position, only her husband was receiving compensation. For the past three years the complainant had suffered from various health problems and she had repeatedly been told by her physician to either change her occupation or cease working entirely. Her husband's reaction to the doctor's advice was that if his wife

was no longer able to assist him, she might as well leave so that he could find someone else to do the work. The complainant was not able to envisage any way that she would be able to support herself and she felt certain that her husband would not voluntarily provide her with any form of maintenance. She asked us to help her obtain some sort of minimal financial support until she became eligible for a pension.

Although the complaint was outside our jurisdiction, an investigator suggested to the complainant two approaches to solving her problem. These were: -

- a) To seek legal counsel for advice as to her rights and for the purpose of considering a legal separation;
- b) to consider retraining possibilities in an alternative occupation.

An official of the Women's Bureau, Ministry of Labour, was contacted and she agreed that legal advice was required. She also suggested speaking to a Special Programs Officer with Canada Manpower. That official outlined a program offered by Manpower called "Over Fifty-Five". An appointment was set up for the complainant with the Director of this program. An appointment was also made for the complainant at the Community Legal Assistance Centre in Toronto in order to obtain advice concerning the legal aspects of her problem.

(140) SUMMARY OF COMPLAINT

This complainant sought our help with his complaint against the Durham Board of Education for refusing to pay the cost incurred by the complainant as a result of sending his daughter to a school in Scarborough. The complainant had sent her to this school so that she would be able to participate in the French Immersion Program offered there.

We contacted the Ministry of Education and were advised that there are no provisions available to persons seeking a specific educational program in another jurisdiction and, in such matters, the local school boards are autonomous.

The complainant was advised of the information given by the Ministry and also advised that since the Durham Board of Education is not a "governmental organization", we could not investigate the Board's actions. We suggested, however, that the complainant might consider communicating her problem directly to the Chairman of the Durham Board of Education. If this course of action failed, the complainant was advised that her only other alternative would be to bring the issue to the attention of the local media.

(141) SUMMARY OF COMPLAINT

This complainant said that he was having difficulties in getting his 1950 permit to take migratory birds for scientific purposes renewed. The complainant was an amateur ornithologist and conservationist and had written to the Regional Director of the Canadian Wildlife Service, requesting a renewal of his permit which would allow him to keep three migratory birds which had died on his property. An officer of the Canadian Wildlife Service had replied by saying that permission to keep migratory birds was only given to recognized educational and scientific institutions. He suggested that the complainant donate the birds to one of these, and his permit was not renewed.

As the complainant's problem involved a Federal agency, we did not have jurisdiction to conduct a formal investigation. However, we wrote to the Director of Canadian Wildlife Service, who had promised to look after the matter of the renewal of the complainant's permit. Later the Supervisor

of Regulations and Enforcement of the Canadian Wildlife Service wrote to the complainant advising him that the re-issuing of his permit was being seriously considered.

(142) SUMMARY OF COMPLAINT

This complainant advised us that he and four others are co-owners of a lot in Pickering Township. He indicated that in 1972 the assessment of this lot was changed in the Land Titles Office and that the change meant that the complainant was being sent the Tax Bill for the entire lot. This meant that he was responsible for acting as a tax collector in obtaining payment from the other co-owners.

The complainant, who is 75 years of age, said it was too much of a strain to try to collect taxes from his fellow co-owners.

Our investigator spoke with an official in the Whitby Assessment Office who said that he would have to change the assessment rolls to distribute the taxes evenly among the five co-owners. He said that this could only be done if the Tax Collection Office of Pickering Township would enter the changes into their computer.

On the same day, our investigator was advised by the Pickering Township Tax Collection Office that the officials there would enter the necessary changes in the computer as soon as they received the change in assessment from the Whitby Assessment Office.

Our investigator was told that the necessary changes would be made in the fall of 1976.

(143) SUMMARY OF COMPLAINT

This complainant sought our help in prosecuting a complaint against two physicians and the College of Physicians and Surgeons. The complainant alleged professional misconduct against two doctors, one of whom she claimed had successfully induced her to have an affair with him which lasted over a period of six months. The other doctor was the physician who referred her to this doctor.

The complainant was advised that, as her complaint was against private individuals and against a body which was not a "Governmental Organization", the Ombudsman had no jurisdiction to investigate. She was advised that we had contacted the College of Physicians and Surgeons on her behalf and were told that the complaint would be forwarded promptly to the College's Complaints Committee. If the complainant was not satisfied with their decision, she had the right to appeal to the Health Disciplines Board whose actions are within our jurisdiction. She was informed that if, having exhausted these steps, the matter still remained unresolved, she should contact us then.

(144) SUMMARY OF COMPLAINT

An inmate in the North Bay Jail complained that he was not receiving his War Veterans Allowance cheques. As this complaint dealt with a Federal agency, it was outside our jurisdiction, but an inquiry was made to the Department of Veterans Affairs in North Bay. Our investigator was advised that in accordance with Department regulations, the inmate's cheques had to be withheld until he was released.

The complainant was advised of our lack of jurisdiction and the result of our inquiries. He was also referred to the appropriate agency where he could direct any other inquiries concerning this matter.

(145) SUMMARY OF COMPLAINT

The complainant was injured while working for a Toronto firm in Manitoba. He filed a claim with the Workmen's Compensation Board of Manitoba and received three compensation cheques for his back injury. Unfortunately, recurring back problems led to surgery while the complainant was living in Toronto. The doctors agreed that this surgery was due to the accident in Manitoba and they so informed the W.C.B. However, the complainant's request for additional compensation was denied by the Manitoba Board.

Our investigation indicated that this clearly was a matter outside our jurisdiction as it concerned an agency in another Province. The Ombudsman of Manitoba, George Maltby, was contacted and advised of the complainant's concerns. He said that his office would investigate the case and he would report to the complainant in due course.

(146) SUMMARY OF COMPLAINT

These complainants had a problem concerning a stove they bought from an appliance retailer in Kenora. Shortly after the complainants bought the stove, they experienced difficulty with the oven door and the way it closed. They complained to the vendor on several occasions and although he examined it, the problem persisted and the vendor finally lost interest.

We approached the vendor and advised him of the complainants' problem, but he was quite firm about his position and was reluctant to examine the stove again or to consult with the manufacturer. He suggested, finally, that the complainants were abusing the unit and they were the cause of their own misfortune.

This matter was clearly not within our jurisdiction as it dealt with a complaint between private parties. However, this was a matter of great concern to the complainants, who had just recently married. We advised them to write to the manufacturer in Winnipeg and explain the problem to them. The firm replied that it would install a new type of hinge component as soon as possible and apologized for the complainant's inconvenience and problems.

We were subsequently advised that the manufacturer had circulated a service bulletin about a malfunction with this type of oven door in which it recommended that a special part be installed to correct the problem.

(147) SUMMARY OF COMPLAINT

This complaint came to us from friends of the complainant who said that the complainant was dissatisfied with his transfer from St. Joseph's General Hospital where he had been a patient for some 13 years. The complainant had been transferred to a nursing home which, because of its location and lack of services, proved to be unacceptable to him. He asked us to help him obtain a preferred placement in a nursing home closer to Guelph where he would be allowed to practice his religion and provisions could be made for his special dietary needs.

Although this matter was outside our jurisdiction, various nursing homes in Guelph and the surrounding area were contacted to determine if the complainant could be appropriately placed. Our investigator contacted one nursing home in particular which indicated that the complainant was on the waiting list and would be transferred there as soon as a ward bed became available. The investigator was assured that the complainant's religious, dietary and companionship needs would certainly be satisfied in this nursing home.

We advised the complainant that he would likely be transferred to a more suitable home in the near future.

(148) SUMMARY OF COMPLAINT

The complainant said that when he reached pensionable age in 1968, he continued to work for another five years and paid into the Canada Pension Plan. The complainant calculated that over the five years, he paid a total of \$695.05 into the C.P.P. However, benefits paid to the complainant by the C.P.P. during the five years amounted to only \$595.24. The complainant wanted assistance in getting the C.P.P. to pay him full pension in accordance with the additional contributions he had made over the past few years.

This complaint was clearly a Federal matter and outside our jurisdiction. However, an investigator contacted a C.P.P. officer in Ottawa and was informed that once a person's pension benefits begin, he can return to work and have his pension suspended, but that once a person reaches the age of 70, he can no longer contribute to the Plan. The investigator was also told that since the complainant had been receiving pension benefits in the past, even though he had returned to work and made further contributions, his pension could not be increased and it was likely that the additional payments he made to the Plan were refunded to him on his yearly income tax return.

(149) SUMMARY OF COMPLAINT

The complainant was a 51 year old lady who had been out of work for 6 months. She had been unsuccessful in her attempts to secure employment and was afraid that she would not be able to pay her rent. She called our Office to

complain that the Unemployment Insurance Commission had disqualified her and had requested that she repay \$400 which they claimed they had overpaid her.

Our investigator telephoned an official at U.I.C. and discussed the complainant's case. The next day, we received a telephone call from the U.I.C. office advising us that the decision to disqualify the complainant from receiving unemployment insurance benefits had been rescinded. We were told that a cheque would be mailed to the complainant that day.

SAMPLES OF LETTERS SENT TO COMPLAINANTS

The Ombudsman | Ontario

SUITE 600
65 QUEEN STREET WEST, TORONTO, ONTARIO
M5H 2M5
TELEPHONE (416) 362-7331

Dear Sir:

This serves to confirm the interview between a group of homeowners for whom you were spokesperson and Mr. F. Marzo of our office, which took place in Sudbury on June 25, 1976.

It is our understanding that your complaint and that of your neighbours is against a Construction Company. We have noted that it is your contention that your homes, built by this Company, contained many structural and finishing defects. Apparently, inspectors from the Central Mortgage and Housing Corporation (CMHC) were called in to inspect the homes and found that there were, indeed, some infractions and deficiencies. These were to be corrected. According to your statement to Mr. Marzo, this was not done.

In order to determine what, if any, jurisdiction our office may have in this matter and what remedies are available to you, a member of our staff made several inquiries in this regard.

First of all, with respect to jurisdiction, we contacted the Ministry of Consumer and Commercial Relations to ascertain whether there are provincial regulations for the protection of home buyers against faulty construction. We were advised that, as of yet, there are not. However, CMHC will soon be introducing a Home Warranty Programme in conjunction with the Provincial Government and the Housing and Urban Development Association of Canada (HUDAC) which will offer more protection to the home buyer. It is hoped that this programme will be implemented before the end of the year. Unfortunately, the programme will not be retroactive and, therefore, you will not be able to benefit by it, but as you can see, the need for such a programme has been recognized.

The jurisdiction of the Ombudsman is set out in The Ombudsman Act, 1975. The Act empowers the Ombudsman "to investigate any decision or recommendation made or any act done or omitted in the course of the administration of a governmental organization and affecting any person or body of persons in his or its personal capacity".

Governmental organization has been defined to

means a "Ministry, commission, board or other administrative unit of the Government of Ontario, and includes any agency thereof".

There is some question as to whether your homes were bought under a provincial home buyers programme. If this is the case, please advise our office in writing, indicating exactly which programme is involved.

Inasmuch as your complaint does not appear to be against a government organization as defined by the Act, the Ombudsman does not have the authority to formally investigate your complaint.

Nevertheless, further inquiries were made on your behalf to determine what remedies are available to you.

According to Mr. Price of CMHC'S regional office in Sudbury, who reviewed your files at our request, a fourth and final inspection of your homes was held on June 3, 1976, at which time it was found that the construction of your homes conformed reasonably with approved plans and specifications and complied with minimum standards. Mr. Price further indicated to us that from a review of your files it was shown that your complaints were based on infractions of a cosmetic nature rather than of a structural nature. Mr. Price advised us that the prime concern of CMHC inspectors is to ensure that construction complies with minimum standards.

Our next contact in this matter was Mr. Stevens of HUDAC's Toronto office. The purpose of that contact was to determine whether the Construction Company in question is a member of that association, as HUDAC does to some degree police its members.

Mr. Stevens informed us that the Company is one of their members and that if you are dissatisfied with the construction of your homes, you should address your complaint in writing to HUDAC's Sudbury office. It is possible that they might launch their own investigation into this matter. The person to contact is:

Mr. L. Bainard,
Secretary,
Housing & Urban Development
Association of Sudbury,
c/o Happy Homes,
273 Kingsmount Boulevard,
Sudbury, Ontario
P3E 1L2

Telephone: (705) 673-0621.

We also contacted the Director of Building Control

for the Regional Municipality of Sudbury, Mr. Fransen. Mr. Fransen informed us that his department issued building permits for the homes on your street. He indicated that his inspectors have made spot checks from time to time and have noted certain infractions on the part of the construction company. Whenever infractions were noted, they were brought to the attention of the builder, who was to correct them to comply with building code standards.

Apparently the last inspection took place about two months ago, and it was Mr. Fransen's understanding that the construction company was instituting such repairs as were needed in order to conform with code standards.

Mr. Fransen invited us to advise you that, if you are dissatisfied, you should address your complaint to him directly and he will be glad to look into this matter. Mr. Fransen may be contacted by writing to:

Mr. Fransen,
Director,
Building Control
Regional Municipality of Sudbury
23 Frood Road,
Sudbury, Ontario.
P3C 4Y9
Telephone: (705) 673-2171

Our final suggestion is that your group retain the services of a lawyer who could best advise you as to your legal rights in this matter and as to what legal recourse may be open to you.

Alternatively, you may decide to retain the services of legal counsel on an individual basis. If you find that you are not able to afford these services, you may apply for legal aid under the Ontario Legal Aid Plan. The person to contact in this regard is:

R.J. Hunneault
Ontario Legal Aid Plan
69 Elm Street West
Suite 207
Sudbury, Ontario
P3C 1T4

Tel: (705) 673-8182

We hope that the above information will be of

some assistance to you in the satisfactory resolution of this matter. Should you have any questions, please feel free to contact us.

In the event of any further correspondence relating to this matter, please be sure to quote our file number.

Yours very truly,



The Ombudsman | Ontario

SUITE 600
65 QUEEN STREET WEST, TORONTO, ONTARIO
M5H 2M5
TELEPHONE (416) 362-7331

Dear Sir:

This confirms your telephone conversation with Miss S. Wai of our office on October 25, 1976.

We understand that you further discussed your financial difficulties with respect to your operation of a Group Home for children outside the town of Cochrane.

During the course of your conversation, you indicated that your problem does not include a complaint against a provincial governmental organization. In addition, what you seek is not a grant from the government (regional or provincial), but you wish to have financial assistance in the form of a loan.

As Miss Wai informed you, the function of the Ombudsman is "to investigate any decision or recommendation made or any act done or omitted in the course of the administration of a governmental organization and affecting any person or body of persons in his or its personal capacity."

Governmental organization has been defined to mean "a Ministry, commission, board or other administrative unit of the Government of Ontario, and includes any agency thereof."

However, it is our understanding that certain service groups will provide assistance to projects outside their own club activities. You might consider approaching these clubs for the type of assistance you seek.

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The Kinsmen Club, which, among other activities, supports programs for the mentally retarded, may be contacted at the following address:

The President,
Kinsmen Club,
First Street,
c/o General Delivery,
Englehart, Ontario
Telephone: (705) 544-8054

The Knights of Columbus are involved in church and community activities and will consider giving assistance outside of their own club programs. Its address is:

The President,
Knights of Columbus,
P.O. Box 1566,
New Liskeard, Ontario.
P0J 1P0

The Richelieu Club gives financial and material assistance to underprivileged children and youth. Its address is:

The President,
Richelieu Club,
63 Government Road West,
Kirkland Lake, Ontario.
P2N 2E6

Telephone: (705) 567-3414 or (705) 567-3341

Should you reconsider your decision not to seek a grant, you might wish then to contact the Children's Services Branch of the Ministry of Community and Social Services, who may be able to advise you as to what, if any, grants might be available to you from the Ministry. Its address is:

Children's Services Branch
Ministry of Community and
Social Services
7th floor, Hepburn Block
Toronto, Ontario

In addition, you might wish to make an application for a Wintario Grant. The address of the Wintario Grants Information Office is as follows:

Wintario Grants Information
Office
77 Bloor Street West
Toronto, Ontario
M7A 2R9

It is our understanding that, while Wintario does not provide assistance for operating costs, it will give financial help to projects for equipment, recreational facilities, etc. if these will benefit the community as a whole, i.e., if others in the community are allowed to use them.

We hope that the above information will be of assistance to you in having this matter resolved to your satisfaction. As requested, we are returning your materials to you. In the event of any future correspondence with this office, please be sure to quote our file reference number.

Yours very truly,



The Ombudsman | Ontario

SUITE 600
65 QUEEN STREET WEST, TORONTO, ONTARIO
M5H 2M5
TELEPHONE (416) 362-7331

Dear Sir:

This will confirm the receipt of your letter of October 25, 1976 and the enclosure of a substantial amount of material for our information. Please be advised that we have now had the opportunity to review the information you have brought to our attention and are convinced that the matter still lies at the local level.

With regard to the matter of the local municipality deeming a plan of subdivision not to be a registered plan of subdivision, you indicate that the deeming by-law was passed with a third reading, but you also indicated that you feel the parties affected did not receive notice of the fact by registered mail, nor were they informed in any other way. With regard to this contention, we would respectfully reiterate our position of the October 12 letter in which we state that if you feel the deeming of the by-law was not done in the proper manner then you may wish to consider seeking legal counsel on this problem and perhaps having your solicitor on your behalf bring an application to quash the by-law. Again we state that if you feel at this time you cannot afford to retain the services of a solicitor that you may be eligible under the Ontario Legal Aid Plan to have one provided for you.

With regard to your contention that as we note in a telegram dated April 24, 1975 to the Minister of Housing, that the local town council has refused your request for a correction in the official plan and ignored your objection to a proposed change in the restricted area by-law, it seems clear that the hearing held under the auspices of the Ontario Municipal Board, resulted in a finding of fact in favour of the local municipality.

In this regard please be advised that Section 42 of the Ontario Municipal Board Act provides the appeal mechanism by which the Board may review any earlier decision it has made. That section states the following:

"The Board may rehear any application before deciding it or may review, rescind, change, alter or vary any decision, approval or order made by it."

The nature of a section 42 application is as follows: an affidavit sworn by the applicant stating that he believes that the decision of the Board on the first instance was wrong, and secondly if there are new facts available that were not available at that time, that he does have new facts and that they were not available at the time of the first hearing.

The procedure is that a section 42 application will come on as a motion for a review. A member of the Ontario Municipal Board will sit on the motion and decide whether or not the matter is of sufficient merit to hold a hearing. Should a rehearing be ordered at that time the office of the Ombudsman of course has no jurisdiction. However, should the motion for review be denied and no award for a rehearing granted at that time, the office of the Ombudsman has jurisdiction to investigate the matter.

However, it should also be noted, that should your application for a rehearing be denied that section 94(1) of the Ontario Municipal Board Act states the following:

"Upon the petition of any party or person interested, file with the Clerk of the Executive Council within twenty-eight days after the date of any order or decision of the Board, the Lieutenant Governor in Council may,

- a) confirm, vary or rescind the whole or any part of such order or decision;
- b) require the Board to hold a new public hearing of the whole or any part of the application to the Board upon which such order or decision of the Board was made, and the decision of the Board after the public hearing ordered under clause (b) is not subject to petition under this section".

Thus Section 94(1) provides the mechanism by which you may appeal this particular problem to the Cabinet of the Province of Ontario.

Please be advised that should you petition the Cabinet of the Province of Ontario that the Office of the Ombudsman would be precluded from having jurisdiction regarding this matter as section 14(b) of the Ombudsman Act, 1975 clearly indicates that the Act does not apply to deliberations and

the proceedings of the Executive Council or any Committee Thereof

An alternative procedure you may wish to invoke would be to make an application to the local municipal council under Section 35(22) of the Planning Act to have the local zoning by-law amended. Briefly that section indicates that should the council not deal with the matter within thirty days you may petition the Ontario Municipal Board and the Ontario Municipal Board shall hold a hearing to deal with the matter.

Should you wish to have an amendment to the official plan, please be advised that a similar mechanism is available in the Planning Act under Section 17 (3) which briefly requires that the local municipality deal with the proposed amendment within thirty days or the applicant may request the Minister of Housing to refer the matter for a hearing to the Ontario Municipal Board. At this point it seems quite clear that the matter is of a local nature and as we have previously explained the office of the Ombudsman has jurisdiction that is restricted to governmental organizations of the Province of Ontario.

As well, the jurisdiction of the Office of the Ombudsman is further clarified in Section 15(4) of The Ombudsman Act, 1975, which states the following:

"Nothing in this Act empowers the Ombudsman to investigate any decision, recommendation, act or omission,

- a) in respect of which there is, under any Act, a right of appeal or objection, or a right to apply for a hearing or review, on the merits of the case to any court, or to any tribunal constituted by or under any Act, until that right of appeal or objection or application has been exercised in the particular case, or until after any time for the exercise of that right has expired."

Therefore, until such time as all the appeal mechanisms open to the individual have been exhausted, the Ombudsman is expressly precluded from investigating any such complaint.

I trust the above has been of some assistance to you in the problems you are encountering at the local level. Although you indicate in your last letter that you would appreciate it if you could be advised as to whether or not

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you have a "legitimate complaint", please be advised that the Office of the Ombudsman is not in a position to give legal advice. Therefore we cannot indicate whether or not you have a legitimate complaint. In this regard we would again suggest that you may wish to consult with a solicitor to ascertain his advice to you concerning this matter.

Should you have any further questions please do not hesitate to contact this office and should you do so please for our assistance include your file number in any such correspondence.

Yours very truly,



The Ombudsman | Ontario

SUITE 600
65 QUEEN STREET WEST, TORONTO, ONT.
M5H 2M5
TELEPHONE (416) 362-7331

Dear Sir:

This will confirm your telephone conversations with Miss Vera Holiad of this office on August 5 and again on August 17, 1976.

On August 5, we learned that, having received a Notice of Intention to refuse the renewal of your license to operate a Home for Children, you applied to have a hearing in this matter before the Day Nurseries Review Board. Apparently, you applied for the hearing on July 6, 1976, four days after the date of the Notice. As of August 5, you had not received a commitment from the Board as to when the hearing would take place.

We understand that you referred this matter to your Provincial Member. It was then that you learned, after several inquiries by your Member's office on your behalf, that the Chairman of the Board had resigned and that until a new Chairman was appointed, a hearing could not take place.

We can well appreciate your concern over this delay. We have noted, according to statements you made to Miss Holiad, that you are worried that unless a hearing takes place shortly, you will no longer be in a position to financially support the operation of the home.

In order to determine what might be done to alleviate this situation, a member of our staff made several inquiries in this regard. Apart from contacting Mr. Ray Silver, of the Ministry of Community and Social Services, Mr. George Bunting of the St. Thomas Children's Aid Society, and Mr. McKessock's office, our principal contact in this matter was Mr. D. Rutherford, Q.C. who is Director of the Legal Services Branch of the Ministry of Community and Social Services.

In view of the urgency of your situation, we had asked Mr. Rutherford whether a meeting of the Board could be convened at once rather than wait for the appointment of a Chairman. Mr. Rutherford indicated that he would be quite willing to do that, except that there are at present only two members of the Board in office, and a quorum for the holding

of a meeting is three members. It is our understanding that a recommendation is being made that the legislation with respect to this be amended so that a situation similar to this one does not arise again in the future.

Unfortunately, however, according to the legislation, as it exists today, it is impossible to convene a meeting of the Board until a new Chairman has been appointed to fill the present vacancy. Mr. Rutherford advised us that the proposed appointee for the position of Chairman has been contacted and has agreed to act. The appointment, however, must be made by Order-in-Council, and it is expected that the order will be enacted by the middle of September. Mr. Rutherford has advised us that at that time he will expedite the calling of a meeting to afford you a hearing to consider the Notice of Intention not to renew your licence.

We regret that we were not able to be of more assistance to you in this matter. At this time, your complaint must be considered by this office as being premature, and therefore regrettably not within our jurisdiction.

Section 15(4) of The Ombudsman Act expressly states that the Ombudsman is not empowered to "investigate any decision, recommendation, act or omission, in respect of which there is, under any Act, a right of appeal or objection, or a right to apply for a hearing or review, on the merits of the case to any Court, or to any tribunal constituted by or under any Act, until that right of appeal or objection or application has been exercised in the particular case, or until after any time for the exercise of that right has expired."

Therefore, until your hearing before the Review Board takes place, our office cannot take any further action with respect to your complaint.

We hope that this matter will be resolved to your satisfaction by the Review Board as soon as possible.

However, if after the hearing with respect to this matter is concluded and you are not satisfied with the Board's decision, please do not hesitate to contact our office again, at which time your problem will be clearly within our jurisdiction, and we will consider it at that time.

In the event of any future correspondence relating to this matter, please be sure to quote our file number.

Yours very truly,



Dear Sir:

We wish to acknowledge receipt of a copy of your letter dated June 9, 1976 to Mr. Bill Smith, Director of the Provincial Benefits Branch. In addition, we confirm your telephone conversation with Mrs. Lindstrom of our office on June 25.

We understand from the letter and your telephone conversation that you are concerned about Miss X, who is now receiving a disability pension that has resulted in less money for her than the general welfare assistance she was previously receiving. You stated that the amount received by Miss X from Family Benefits is not enough for her to live on, in view of the fact that she requires a special diet for the treatment of her illness.

It is also noted that Miss X has, in the meantime, applied for a General Welfare Rent Supplement and for a special diet allowance from Family Benefits.

We can well appreciate the responsibility you feel in this case, in view of the fact that it was your suggestion that Miss X apply for a disability pension. However, we must point out that the jurisdiction of the Ombudsman is, by statute, limited in some respects, thus precluding us from investigating all matters that are referred to us.

The Ombudsman Act, 1975, empowers the Ombudsman "to investigate any decision or recommendation made or any act done or omitted in the course of the administration of a governmental organization and affecting any person or body of persons in his or its personal capacity."

Governmental organization has been defined to mean "a Ministry, commission, board or other administrative unit of the Government of Ontario, and includes any agency thereof."

Further, under Section 15(4)(a) the Ombudsman is not empowered to "investigate any decision, recommendation, act or omission, in respect of which there is, under any Act a right of appeal or objection, or a right to apply for a hearing or review, on the merits of the case to any court, or to any tribunal constituted by or under any Act, until that right of appeal or objection or application has been exercised in the particular case, or until after any time for the exercise of

that right has expired".

We would advise Miss X that if her application for a special diet allowance from Family Benefits is refused by the Ministry of Community and Social Services, there are appeal procedures which she may exercise. The first step would be to again write to the Director of the Provincial Benefits Branch with respect to this new application.

If she is still dissatisfied after the Director has made his decision, then she may appeal to the Social Assistance Review Board within 30 days after receipt of the Director's decision on her case.

The following decisions by the Director of the Provincial Benefits can be appealed: a) refusing to grant a Family Benefits allowance; b) granting an allowance that is smaller than one feels it should be; c) cancelling, suspending, or reducing Family Benefits or Gains allowance.

In order to appeal to the Social Assistance Review Board, Miss X should fill out a Notice of Request for Hearing and Review, Form 6, which can be obtained from the following address:

Social Assistance Review Board,
Ministry of Community and Social
Services
Room M1-57
Macdonald Block
Queen's Park
Toronto, Ontario

In appealing to the Social Assistance Review Board Miss X is entitled to representation by legal counsel. If she is financially unable to afford the services of a lawyer, she may qualify for legal aid under the Ontario Legal Aid Plan. Application can be made to the Area Director at the following address:

W. Reid Donkin, Q.C.
204A Richmond Street West,
Toronto, Ontario
M5W 1V6

Tel: (416) 598-0200

We hope that the above information will be of some assistance to you and Miss X in obtaining financial assistance. However, should she exercise all the appeal procedures that

we have outlined concerning the receipt of benefits from the Ministry of Community and Social Services, and still not receive satisfaction, she may contact this office, at which time her problem is clearly within our jurisdiction and we will consider it.

In the event of any future correspondence with this office, please quote our file number.

Yours very truly,

Dear Sir:

This will acknowledge receipt of your two letters, both dated May 21, 1976.

We have carefully reviewed these letters and have noted the questions you have raised. It appears that you would like to be advised with regard to the following matters:

- a) whether you are entitled to a refund from O.H.I.P.
- b) whether your Compensation Rehabilitation payments are substantial, compared with the present cost of living.
- c) whether you are eligible to receive aid from the Department of Veterans' Affairs.

In order to ascertain the answers to the above questions, a member of our staff contacted the Ontario Health Insurance Plan, the Workmen's Compensation Board and the Department of Veterans' Affairs.

With respect to whether you are entitled to a refund from O.H.I.P. we were informed of the following. If you were granted premium assistance by O.H.I.P. for the same period for which you had made premium payments then you would be due a refund. If this is the case, you should write to O.H.I.P. and request a refund. The address is as follows:

Ontario Health Insurance Plan
295 Bond Street
Sudbury, Ontario

As to the second problem, an official of the Workmen's Compensation Board informed us that if you are in a rehabilitation programme, which is sponsored by the Workmen's Compensation Board, you are probably receiving sufficient payment. The Board's payments are normally adjusted to the cost of living. He suggested that you contact your rehabilitation counsellor, who can best advise you in this matter.

However, if you are in a rehabilitation programme other than the one that is sponsored by the Workmen's Compensation Board, you may wish to contact the Board with a view to determining whether you are eligible for their benefits.

You should write to:

Workmen's Compensation Board
224 Elm Street West
Sudbury, Ontario
P3C 1V3
Tel: (705) 673-6701

Without having more details about your particular situation, we were not able to gather more information than the above.

With respect to your question regarding the Department of Veterans' Affairs, we understand from your correspondence that when you were in the army in 1950, you suffered from rheumatic fever. As a result, you would now like to know whether this makes you eligible to receive financial assistance from the Department of Veterans' Affairs.

We were informed by an official of the Department of Veterans' Services, that you are not eligible for the War Veterans' Allowance unless you actually served in Korea or in either of the two World Wars.

If, however, you suffered a disability while you were in the service during Peacetime, there is a possibility that you might be eligible for compensation from the Canadian Pension Commission. You should write a letter to the Commission, including as much information as possible. For example, state your service number, where it was that you served, where your disability occurred, the nature of your disability, etc. Your claim will have to be substantiated by a letter from your doctor, laying out the nature of the problem you are suffering from and showing that it is the result of a disability suffered while you were in the army. Before making a decision, the Commission will also draw upon your army medical records. The address of the Commission is:

Canadian Pension Commission
P.O. Box 799, Station K,
Toronto, Ontario.
M4P 2H2

You may also be eligible to use the services of the Bureau of Pensions Advocate. The Bureau provides a service, whereby it aids persons in petitioning claims for pension disability, at no cost. We suggest that if you decide

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to file a claim with the Canadian Pension Commission, you first contact the Bureau of Pensions Advocate. This can be done by writing to:

Mr. Norm Gallagher
Bureau of Pensions Advocate
5th floor
480 University Avenue,
Toronto, Ontario
Tel: (416) 369-4833

We hope that the above information will be of some assistance to you in the satisfactory resolution of your problems.

Yours very truly,



The Ombudsman | Ontario

SUITE 600
65 QUEEN STREET WEST, TORONTO, ONT
M5H 2M5
TELEPHONE (416) 362-7331

Dear Sir:

We wish to acknowledge receipt of your letter dated August 5, along with certain documents pertaining to your Unemployment Insurance Commission appeals.

We understand from your letter that the Unemployment Insurance Commission has denied both your appeals before the Board of Referees. You feel that one of the Board members at the second hearing was sympathetic to your case during the hearing; yet, the following day, you were informed that the appeal had been denied. Furthermore, a request on your behalf by a member of the Legislature to U.I.C. also was turned down. We note that you are requesting our assistance in obtaining what you feel is legally yours.

We can well appreciate your turning to us for assistance in this matter. However, the Unemployment Insurance Commission is a federal government agency and, as such, regrettably does not fall within the jurisdiction of this office.

The functions of the Ombudsman are set out in The Ombudsman Act, 1975, which empowers the Ombudsman "to investigate any decision or recommendation made or any act done or omitted in the course of the administration of a governmental organization and affecting any person or body of persons in his or its personal capacity."

Governmental organization has been defined to mean "a Ministry, commission, board or other administrative unit of the Government of Ontario, and includes any agency thereof."

Although your problem is outside our jurisdiction, we nevertheless did carefully review your file.

We note that the decision at the second hearing before the Board of Referees was unanimous, which means that you do not have an automatic right of appeal to the higher level: that is, to the Umpire, who is a judge of the Federal Court. However, in circumstances where it can be shown that there is a principle of importance or special circumstances involved, permission to a further appeal can be requested from the Chairman of the Board of Referees. If the request

to be heard by the Umpire is granted, a person has the right to attend.

In the application for leave to appeal and during any Unemployment Insurance Commission appeal, you are entitled to legal representation. If you are unable to afford the services of a lawyer, you may qualify for legal aid under the Ontario Legal Aid Plan. The person to contact in your area in this respect is:

G.H. Marsden, Q.C.
Room 800
24 Queen Street East
Brampton, Ontario
L6V 1A3
Tel: (416) 459-6633

In addition, we have established lines of communication with federal government departments. If you would like us to send the copies of your file to the Unemployment Insurance Commission on your behalf, please send us written instructions to that effect.

We note that you are particularly concerned about this loss of Unemployment Insurance benefits, due to the fact that you have both had numerous medical problems which make your financial circumstances very difficult. It may be that, during periods when you are unable to work due to medical problems, you could qualify for financial assistance from the Ministry of Community and Social Services. Should you wish to ascertain your eligibility, you should apply at the district office. The person to contact in your area is as follows:

Miss B. Graham, District Director
Ministry of Community and Social Services
Suite 203, 20 Nelson Street West
Brampton, Ontario
Tel: (416) 453-3181

We would also like to advise you that, in situations where a person is turned down for Family Benefits, there are two further rights of appeal which may be followed if the applicant disagrees with the initial decision of the Ministry of Community and Social Services. In each appeal the reasons for dissatisfaction must be clearly stated. The two levels of appeal are as follows:

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- 1) Mr. W.G. Smith, Director
Provincial Benefits Branch
Ministry of Community &
Social Services
10th floor, 2195 Yonge Street
Toronto, Ontario
Tel: (416) 965-2648
- 2) Social Assistance Review Board
Ministry of Community & Social
Services
Room M1-57, Macdonald Block
Queen's Park
Toronto, Ontario
Tel: (416) 965-1096

It is hoped that the above information will be of some assistance in the satisfactory resolution of your problem.

In the event of further correspondence relating to any of the above, please quote our file number.

Yours very truly,



The Ombudsman | Ontario

SUITE 600

65 QUEEN STREET WEST, TORONTO, ONTARIO

M5H 2M5

TELEPHONE (416) 362-7331

Dear Sir:

I was very pleased that we had an opportunity to meet during our London private hearings on March 18, and had an opportunity to discuss your complaint against the Workmen's Compensation Board.

As I explained to you at the time, it is the function of the Office of the Ombudsman in matters related to the Workmen's Compensation Board to be of assistance after all the appeal procedures provided for under the Workmen's Compensation Act have been exhausted. Therefore, if you are dissatisfied with the results of your pension examination which took place on March 29, you should advise the Workmen's Compensation Board to this effect and that you wish to appeal its decision. This is done by sending a letter of appeal addressed to the Registrar of Appeals, Workmen's Compensation Board, 2 Bloor Street East, Toronto. Be sure to include your claim number in this letter.

There are three basic steps to the appeal process, and below is a brief outline of all of them:

1. Review Branch

The first step in the appeal procedure is the Review Branch, which will peruse your file and render its decision and advise you. If their decision is not in your favour, you should ask for "the summary of information" on which the Review Branch denial is based. Once you have received that, read it over carefully and if you still disagree, go on to the second step.

2. Appeals Examiner

The second step is a hearing which is conducted before an Appeals Examiner which you should attend and to which you may bring any representative of your choice. If you are turned down once more, you can go on to the next and final step.

3. Appeal Board

The hearing before the Appeal Board is conducted by three

- Page 561 -

officers of the Workmen's Compensation Board and it is the final step in the appeal procedure established under the Workmen's Compensation Act. If you lose out once more at that level, and if you feel that you have been unfairly dealt with, come back to the Office of the Ombudsman, because by that time you will have exhausted the normal appeal process and this office will be able to deal with your complaint.

The three steps which are outlined above may appear to be complicated, but are really quite simple. However, if you feel that you need help, you may want to ask your Member of the Legislature for assistance.

Although the Office of the Ombudsman cannot be of direct assistance at this time, I hope that I have given you enough information to proceed with whatever steps you may decide to take.

Yours sincerely,



The Ombudsman | Ontario

SUITE 600
65 QUEEN STREET WEST, TORONTO, ONTARIO
M5H 2M5
TELEPHONE (416) 362-7331

Dear Sir:

Further to our letter dated May 19, 1976, your file has now been carefully reviewed.

We are sympathetic to the many problems you have experienced following your arrest in August 1974 and your conviction in October 1974, on a charge of break-and-enter with intent. We note that you are of the opinion that the evidence at your trial was circumstantial and contradictory, and we also note that you feel that your lawyer "sold you out" in return for a position on the Municipal Council. It is also your feeling that the police lied and the magistrate was influenced at the trial by a Citizen's Committee.

It also appears that you have encountered further problems following your application for an appeal in February 1975. These problems, centred around your lawyer, who you feel deliberately made himself unavailable and therefore could not be contacted by Legal Aid with respect to launching this appeal. You are of the opinion that your lawyer hoped that you would accept the parole which was to become available to you around the same time and, by accepting this parole, you would therefore be admitting your guilt in this matter.

We were pleased to note, however, that your appeal was heard and allowed in May 1975. You feel that these events are responsible for the fact that you are unable to find employment. It is your opinion that you should be paid compensation for the time you spent in jail, and also for defamation of character. You also feel that your lawyer should be reprimanded for the manner in which he handled your case. In addition, you feel that there should be a complete retraction in the press with respect to articles printed about you at the time of your trial.

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We appreciate the concern you feel about these matters. Unfortunately, however, your complaints with respect to your lawyer, the magistrate, and the unfavourable publicity surrounding your trial, do not fall within the jurisdiction of this office, and cannot therefore be investigated by the Ombudsman.

The Ombudsman Act states that the function of the office of the Ombudsman is "to investigate any decision or recommendation made or any act done or omitted in the course of the administration of a governmental organization and affecting any person or body of persons in his or its personal capacity."

Governmental organization has been defined to mean "a Ministry, commission, board or other administrative unit of the Government of Ontario, and includes any agency thereof."

In addition, by virtue of Section 14(a) of the Act, the Ombudsman is not empowered to investigate judges or the functions of any court.

We would, however, like to make some suggestions which would assist you in the resolution of these problems. With respect to your complaint about your lawyer, _____, we suggest that if, as you indicate, you seriously question his conduct, you should refer this matter directly to the Law Society of Upper Canada. The details of your complaint should be directed to the Law Society as follows:

The Law Society of Upper Canada
Osgoode Hall
Toronto, Ontario

Your complaint against the magistrate, and your feeling that he was unduly influenced against you, should be directed to the Ontario Judicial Council, which body oversees the actions of judges. This complaint should be addressed as follows:

The Honourable G.A. Gale
Chief Justice of Ontario
The Ontario Judicial Council
The Supreme Court of Ontario
130 Queen Street West
Toronto, Ontario

Tel: 416-363-4101

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With respect to your contention that the press should make a retraction of any false articles printed about you, we suggest that this matter be directed to the Ontario Press Council, in the event that these articles were printed in one of its member newspapers. This complaint should be addressed as follows:

Mr. Fraser MacDougall
Executive Secretary
Ontario Press Council
151 Slater Street
Suite 708
Ottawa, Ontario
K1P 5H3

As far as the question of compensation for the time spent in jail is concerned, this is a matter which should be referred to a lawyer who could advise you as to what recourse, if any, may be available to you. We note that you have applied for Legal Aid in North Bay, and have been refused. We suggest that you appeal this refusal to the Area Committee of the North Bay Legal Aid office. This appeal should be in writing and should be addressed as follows:

Area Committee
The Ontario Legal Aid Plan
Suite 4,
215 Oak Street East,
North Bay, Ontario.

Tel: 705-472-4893

If, however, this appeal is denied, you may at that time appeal in writing to the Provincial Director as follows:

Provincial Director
The Ontario Legal Aid Plan
145 King Street West
Toronto, Ontario

It should be noted that the Area Director himself has the authority to appeal the decision of the Area Committee if the decision is contrary to his original decision not to grant you a certificate.

Your complaint about the Kirkland Lake Police Department, and your contention that certain members of the Police Department lied about you, cannot at this time be reviewed

by this office. Under Section 15(4)(a) of the Act, the Ombudsman cannot investigate any decision, recommendation, act or omission in respect to which there is, under any Act, a right of appeal or objection, or a right to apply for a hearing or review, until that right of appeal or objection or application has been exercised in the particular case, or until after any time for the exercise of that right has expired.

We therefore suggest that this complaint be directed to the Complaint Bureau of the Kirkland Lake Police Department. They may be reached as follows:

Complaint Bureau
Kirkland Lake Police Department
Box 234
Kirkland Lake, Ontario

If you are not satisfied with the results of their investigation, you should then direct your complaint to the Board of the Police Commissioners at the following address:

Board of Police Commissioners
c/o Mr. McDougall
Town Hall
28 Prospect Avenue
Kirkland Lake, Ontario

If you are still not satisfied, following their investigation, your complaint should then be addressed to the Ontario Police Commission as follows:

E.D. Bell, Q.C.
Chairman
Ontario Police Commission
25 Grosvenor Street
Toronto, Ontario
M7A 2H3

Tel: 416-965-6071

After the Ontario Police Commission have looked into this matter, if you are of the opinion that the matter has not been rectified to your satisfaction, please refer your complaint about the police to our office at that time, and we will again review your file.

We hope that the above information will be of

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some assistance to you, and that these problems will be resolved at an early date.

Yours very truly,

APPENDICES

THE SELECT COMMITTEE ON GUIDELINES FOR THE OMBUDSMAN

The Select Committee appointed to consider and set out general rules and guidelines for the guidance of the Ombudsman was established on October 29th, 1975, on the motion of the Honourable Roy McMurtry, seconded by Mr. Vernon Singer. In accordance with section 16 of The Ombudsman Act, 1975, the terms of reference of the Committee were "to consider and set out general rules and guidelines for the guidance of the Ombudsman and to provide formal recommendations to the Legislature thereon."

The members of the Committee were Mr. Singer (chairman) Messrs. Grossman, Lawlor, Hodgson, Norton, Reid (Rainy River) and Renwick.

The Committee held three meetings. At the request of the Committee, Arthur Maloney Q.C., Ombudsman, assigned to the Committee Mr. Niels Ortved, and the Honourable Roy McMurtry, Attorney General, assigned Mr. John Cavarzan. Mr. Maloney attended on the Committee on November 13th, 1975, accompanied by Mr. Brian Goodman, Director of Research for the Ombudsman. Mr. Maloney outlined his approach to the problem which the Committee was investigating and Mr. Goodman explained the method employed by the Ombudsman in processing and disposing of complaints.

Mr. Vernon Singer, Chairman of the Select Committee, presented the Committee's report to the Legislature on

December 11th, 1975.

The following excerpts from the report appear at pages 96 through 98 of the Hansard report of the proceedings for December 11th, 1975:

"It is the opinion of the Committee that:-

1. It would be premature to seek at this time to define or recommend general rules for the guidance of the Ombudsman in the exercise of his function as referred to in Section 16(1) of The Ombudsman Act, 1975. After reviewing other jurisdictions, and exploring, to some extent, the role and function of this office, we are of the opinion that greater on-going experience must be gained as to the range and ramifications of this office on an intimately consultative basis, before attempting, except insofar as we have done so, a more fundamental delineation of rules. We recommend that the constituted committee working in close co-operation relationship with the Office of the Ombudsman, acquire a working knowledge of the types and varieties of the cases, and difficulties which may be encountered and on a subsequent date, not later than the 15th of June, 1976, the whole question be reviewed.
2. That the following general rules be immediately adopted for the guidance of the Ombudsman:
 - (a) that there be available in the Ombudsman's office such facilities as are necessary to enable those persons who wish to make complaints and who are unable to express adequately themselves in writing to have their views committed in writing by someone on the Ombudsman's staff.

- (b) that the Ombudsman's office have available as part of its staff, or as the occasion requires, sufficient persons who are fluent not only in English but in other languages used in Ontario, which would allow the Ombudsman's office to properly communicate with any resident of Ontario no matter what that person's language facility may be.
3. The Committee wishes to point out that Section 17(2) of The Ombudsman Act, 1975, which provides for letters addressed to the Ombudsman by inmates of any provincial correctional institution or training school or patients in a provincial psychiatric facility are to be forwarded to the Ombudsman unopened by the person in charge of the institution, training school or facility, but neglects to set out that communications from the Ombudsman to any such person should be forwarded unopened to such person by the person for the time being in charge of such institution, training school, or facility. The Committee believes that the necessary legislative amendment to correct this error should be made.
 4. The Committee accepts the suggestion by the Ombudsman that it is premature at this time to delineate elaborately general rules and that there should be sufficient experience of running this office and the difficulties it may encounter and that a second look should be addressed to the provisions of Section 16(1) and that one of the responsibilities of the Select Committee will be to work out in association with the Ombudsman the general rules for his guidance which can be recommended by that Select Committee.
 5. The Committee believes that a permanent Committee of the Legislature should be established immediately so that it may review from time to time the following matters:

- (a) the Reports of the Ombudsman as they become available from time to time,
- (b) the Estimates of the Ombudsman,
- (c) the actions, or the lack of action, taken by those persons referred to in the Ombudsman's Reports,

and report in connection with these matters to the Legislature from time to time.

The Committee draws attention to the comments of the Camp Commission on Page 71 which inter alia recommends very briefly that "a further small, permanent Standing Committee with responsibility for examination and report on:

- (a) those petitions presented to the Assembly which are referred to the committee;
- (b) any undertaking made by a Minister to a Member of the Assembly which is not fulfilled within 10 days of its being made (the announcement in the House by the Member that the undertaking is unfulfilled would be examined by the Speaker who would rule whether or not the question should go to the committee);
- (c) reports to the Legislature by the Ombudsman."

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NORTH PICKERING PROJECT REPORT AND RECOMMENDATIONS

A brief reference was made in the Introduction to this Report to the provision in The Ombudsman Act whereby it is possible for the Ombudsman to bring a report he has made to a governmental organization to the attention of the Premier of the Province and thereafter to the Legislative Assembly.

The procedure, set out in section 22(4) of the Act, has been utilized only once to date in Ontario following the rejection by the Minister of Housing of the Ombudsman's Report of his opinion, reasons therefor and recommendations concerning the North Pickering Project of June 22, 1976.

The Report was the culmination of an investigation of some forty-four complaints which had involved the attention of two investigators for some five months, as well as the assistance of other staff members from time to time. The report included brief outlines of the contentions made by the complainants, summaries of interviews conducted during the course of the investigation, a section dealing with the conclusions reached by an expert retained by the Ombudsman to review appraisals, a section outlining the position taken by the Ministry prior to the finalization of the Report, conclusions and recommendations.

The Minister's rejection of the Report was first made known by his letter to the Ombudsman of July 7, 1976 delivered shortly before his public statement of the same date. In his statement the Minister announced that for various reasons he

could not accept the recommendations made by the Ombudsman, but that he was prepared to recommend to his colleagues in the Cabinet that an independent tribunal, most likely under the Public Inquiries Act, be established "to examine under oath those of the 14 former owners who wish to pursue their complaints". Simultaneously with his statement the Minister released the Ombudsman's Report to the press.

On July 8, 1976 the Ombudsman made a public statement in which he gave his reasons for his opinion that the Minister's intention to recommend that a further independent review be conducted came too late. He announced that as no appropriate or adequate action was intended by the Minister to give effect to his recommendations he was immediately taking the step of sending the Report and recommendations to the Premier.

The Ombudsman then began a series of some seven meetings with the Premier. While these meetings were still being conducted, the Legislature, which had been prorogued for the summer, recommenced its sittings to debate Bill 127, an Act to ratify the entering into an agreement under the Anti-Inflation Act of Canada. The discussions with the Premier were at that time proceeding well. However, the Ombudsman did not want to forfeit the opportunity of reporting to the Assembly while it was briefly in session and thus necessitating a delay of some months before his Report could be brought to the Legislature in the event the talks between himself and the Premier broke down.

Accordingly, the Ombudsman agreed with the Premier that a Select Committee of the Legislature representing all political parties in the proportions they are represented in the Legislature should be appointed to consider the Report and recommendation if they did not reach agreement in the matter.

On July 15, 1976 it was moved in the Legislative Assembly by Mr. Davis and seconded by Mr. Stephen Lewis that a Select Committee of the House be appointed "to review from time to time the reports of the Ombudsman as they become available, to report thereon to the Legislature, and to make such recommendations as the Committee deems appropriate; reports and recommendations of the Committee to be placed on the Order Paper for discussion after presentation". The Committee consists of eight Members of the Provincial Parliament, as follows: Mr. James Renwick, Chairman (N.D.P., Riverdale), Ms. Gillian Sandeman (N.D.P., Peterborough), Mr. Michael Davison (N.D.P., Hamilton Centre), Mr. Larry Grossman, Vice-Chairman (P.C., St. Andrew - St. Patrick), Mr. William Hodgson (P.C., North York), Mr. Keith Norton (P.C., Kingston and the Islands), Mr. Hugh O'Neil (L., Quinte), and Mr. Richard F. Ruston (L., Essex North).

On August 17, 1976, the Premier and the Ombudsman concluded their meetings, agreeing on a number of basic issues but unable to agree as to which complainants were entitled to be compensated pursuant to the Ombudsman's recommendation. It was the Ombudsman's view that all those complainants who sold their properties to the North Pickering Project prior to February, 1974, and were named in

his Report were entitled to compensation; the Premier did not concur.

Accordingly, the Select Committee commenced its proceedings in late August, and with the assistance of its counsel Mr. John Bell defined the issues with which it planned to deal. Three issues related directly to the conclusions and recommendations the Ombudsman had submitted to the Minister of Housing as they affected the former North Pickering Project landowners named in the Report. A further five issues were of general application to land acquisition procedures; they also were raised in the Ombudsman's Report. The Committee determined that it would attempt to perform the function set out for it by the Legislature by questioning such witnesses as the Minister of Housing and the Ombudsman, but without calling the former landowners or negotiators to give testimony.

At the request of the Committee, the Minister presented on August 31, 1976, a Statement and Reply to the Report of the Ombudsman on the North Pickering Project. In this Reply he attempted to show that certain general conclusions reached in the Ombudsman's Report were unwarranted, but he primarily dealt with twelve former landowners who were named and who, he argued, were not entitled to any additional compensation because of particular factors in each case.

The proceedings before the Committee recessed for approximately three weeks in September, reconvening on September 27th, 1976. In the meantime, however, the Ombudsman was served on

September 24th, 1976, with a Notice of Application for Judicial Review brought by five of the land acquisition agents who had dealt with a number of the former landowners named in the Ombudsman's Report. The Application for Judicial Review would have been brought in the Divisional Court; its disposition and the disposition of any subsequent appeals could easily have caused a substantial delay in having the cases of the former landowners resolved.

As a result of the increasingly complex legal problems and the apparent inevitable delay, the Ombudsman attempted to find another solution to the dilemma. Accordingly, when it was suggested by Mr. Hugh O'Neil, M.P.P. for Quinte, one of the Committee Members, on September 30th, that the Minister and the Ombudsman try and come to some agreement, the two met and ultimately arrived at an agreement acceptable to them both. The agreement was ratified by the Select Committee, which recommended to the Legislature that it be implemented. The agreement called for the establishment of a Commission under the Public Inquiries Act, 1971 to deal with a number of cases disputed in the Minister's reply of August 31, 1976 and any other cases where the negotiations were handled by any one of the five applicants to the Motion before the Divisional Court. The agreement also provided that the balance of the cases named in the Ombudsman's Report and the new cases which had been lodged with his office since the finalization of the Report would be re-opened and investigated at a hearing conducted pursuant to the provisions of section 20(2) of The Ombudsman Act, 1975. The Minister undertook

to give effect to whatever recommendation the Ombudsman made in this group of cases which as of December 9th numbered about 70.

The agreement also provided that the former landowners and the Ministry would be entitled to be represented by counsel at each hearing, and that the Ombudsman would appoint counsel to act on behalf of the landowners with reasonable fees for such counsel to be paid by the Ministry of Housing.

The Government appointed three gentlemen to comprise the Commission under the Public Inquiries Act: The Honourable J. F. Donnelly, Mr. R. M. Grant, Q.C. and Mr. David G. Humphrey, Q.C. Counsel appointed by the Ombudsman to represent the former landowners before the Commission are Mr. Ian Scott, Q.C., Mr. Chris Paliare and Mr. John Collins; they, along with counsel for the Ministry have met with the Commission members and the hearings have been scheduled to commence on January 24, 1977.

Insofar as the second hearing procedure is concerned, the Ombudsman designated Mr. Keith A. Hoilett, Special Assistant and Legal Officer to the Ombudsman, to conduct hearings on the reopened and newly brought forward complaints relating to the North Pickering Project. Counsel appointed by the Ombudsman to represent the landowners in these proceedings are Mr. Michael Wadsworth and Mr. John Rook. Hearings before Mr. Hoilett commenced on December 6, 1976, and are proceeding in private as is provided by The Ombudsman Act.

The authority in The Ombudsman Act which entitles the Ombudsman to send a copy of the Report and recommendations to the Premier and thereafter to the Assembly, if within a reasonable time after the report is made to the governmental organization no action is taken which seems to the Ombudsman to be adequate and appropriate, is often referred to by students of the Ombudsman function as his "ultimate sanction". Indeed, it would appear that this has been so in the case of the Ombudsman's Report on the North Pickering Project, as the office has served to focus public attention on an important and controversial subject.

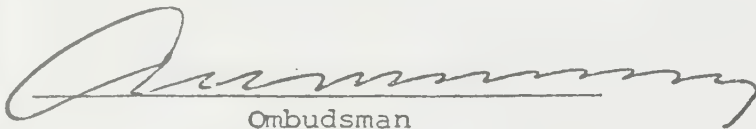
The creation of a Select Committee of the Legislative Assembly to review the reports of the Ombudsman as they become available and report thereon to the Legislature also appears to be a welcome and practical innovation, in that the Committee provides a ready forum to study and deal with difficult cases. Its creation is most appropriate, having regard to the general scheme of the Act. In the final analysis, the Ombudsman is responsible to the members of the Provincial Parliament, the elected representatives of the citizens of Ontario.

OFFICE OF THE OMBUDSMAN

Statement of Expenditure
for the period from inception on
July 10, 1975 to March 31, 1976

	\$	\$
Salaries and wages		396,428
Employee benefits		29,082
Transportation and communication:		
Travel		80,883
Services:		
Professional services	110,567	
Office rent	74,244	
Office alterations	61,859	
Temporary help	30,055	
Catering services	12,080	
Other rentals	11,800	
Advertising	8,332	
Training and other personnel services	6,572	
Telephone, telegraph and other charges	20,495	
Maintenance	4,024	
Other	<u>31,687</u>	371,715
Supplies and equipment:		
Office furniture, furnishings and equipment	289,817	
Automobiles	59,610	
Office supplies, books and stationery	56,615	
Other	<u>12,894</u>	<u>418,936</u>
Total expenditure		<u><u>1,297,044</u></u>

Approved:


Ombudsman

1976-77 Estimates

On March 1, 1976, the Office submitted its 1976-77 estimates in the amount of \$3,221,000. This total was subdivided by broad category as follows:

Salaries & Wages	\$1,966,500
Employee Benefits	225,200
Transportation & Communication	276,000
Services	641,900
Supplies & Equipment	111,400
	<hr/>
TOTAL	\$3,221,000
	<hr/>

After some controversy, the Board of Internal Economy recommended approval of only \$2,300,000 divided as follows:

Salaries & Wages	\$1,240,500	(down \$726,000)
Employee Benefits	150,000	(down 75,200)
Transportation & Communication	276,000	(unchanged)
Services	522,100	(down 119,800)
Supplies & Equipment	111,400	(unchanged)
	<hr/>	
TOTAL	\$2,300,000	
	<hr/>	

While reducing the Office's estimates by \$921,000 the Board of Internal Economy reminded the Office that supplementary estimates could be submitted later in the year if this became necessary.

On November 23, the Board of Internal Economy met to consider the Office's supplementary estimates in the amount of \$509,000. Of this amount, \$469,500 was for salaries and wages and \$39,500 for Supplies and Equipment. The Board approved the supplementary estimates. The Office's 1976-77

approved estimates now total \$2,809,000 which is divided as follows:

Salaries & Wages	\$1,710,000
Employee Benefits	150,000
Transportation & Communication	276,000
Services	522,100
Supplies & Equipment	150,900
	<hr/>
TOTAL	\$2,809,000
	<hr/>

FOOTNOTES

1. Ontario Debates., December 19, 1962, Mr. Thompson, Liberal.
2. Ibid., December 5, 1962, Mr. Macdonald, New Democratic Party.
3. Ibid., December 19, 1962, Mr. Thompson, Liberal.
4. Ibid.
5. Ibid., June 3, 1965, p. 3647, Mr. Singer, Liberal.
6. Ibid., February 18, 1965, p. 565, Mr. Singer, Liberal.
7. Ibid., June 3, 1965, p. 3648, Mr. Singer, Liberal.
8. Ibid., June 3, 1965 pp. 3647-8, Mr. Singer, Liberal.
9. Ibid., June 8, 1965, p. 3847, Mr. A. Carruthers, Durham, Progressive Conservative.
10. Ibid., June 8, 1965, p. 3842, Mr. Singer, Liberal.
11. Ibid.
12. Royal Commission Inquiry into Civil Rights., ('The McRuer Report'), Part 4, Report No. 2, Chapter 92, September 15, 1969.
13. Toronto Daily Star., January 22, 1971, p. 1.
14. 'The McRuer Report', Report No. 2, Chapter 92, pp. 1388-9.
15. Toronto Daily Star., January 2, 1971, p. 1.
16. Ibid.
17. Globe and Mail., March 12, 1975.
18. Ibid.
19. Ibid.
20. Ontario Debates., May 22, 1975, p. 2030, Honourable Mr. Davis, Premier, Brampton, Progressive Conservative.
21. Ibid., May 22, 1975, p. 2032, Robert F. Nixon, Leader of the Opposition, Brant, Liberal.

22. Ibid., May 22, 1975, p. 2029, Honourable Mr. Davis, Premier, Brampton, Progressive Conservative.
23. Ibid., June 12, 1975, p. 2880, Mr. V. Singer, Downsview, Liberal.
24. Ibid.
25. Ibid., June 19, 1975, p. 3142, Mr. J. Renwick, Q.C., Riverdale, New Democratic Party.
26. Ibid., June 12, 1975, p. 2900-1, Mr. T. Reid, Rainy River, Liberal.
27. Ibid., June 12, 1975, p. 2887, Mr. G. Samis, Stormont, New Democratic Party.
28. Ibid., June 12, 1975, p. 2876, Mr. F. Laughren, Nickel Belt, New Democratic Party.
29. Ibid., June 17, 1975, p. 3089, Mr. J. Renwick, Q.C., Riverdale, New Democratic Party.
30. Ibid., October 30, 1975, p. 113, Honourable P. M. McGibbon, Lieutenant-Governor of Ontario.
31. Ibid., p. 114, Honourable Mr. Davis, Premier, Brampton, Progressive Conservative.
32. Ibid., p. 117, Mr. Arthur Maloney, Q.C., Ombudsman.
33. Ibid., p. 115.
34. Ibid., p. 116.
35. Ibid., p. 118, Honourable R. D. Rowe, Speaker of the House.

LANGUAGES SPOKEN IN THE OFFICE OF THE OMBUDSMAN

WRITTEN

SPOKEN

NAME

LANGUAGE

Excellent
Good
Some
NoneFluent
Good
Limited

ADAMS, Ellen

German

X

X

BOYER, Corinne

Dutch
Spanish
French
German
Portuguese

X

X

X

X

X

X

X

X

X

X

X

CATTON, Niki

Ukrainian

X

X

COOPER, Kathy

Hebrew

X

X

COSSETTE, David

French

X

X

DIRKSEN, Ingrid

German
French
Spanish

X

X

X

X

X

X

DUBINSKY, Sharon

Hebrew
Yiddish

X

X

X

X

GODFREY, Tim

French
Spanish
Italian

X

X

X

X

X

X

GOODMAN, Brian

French
German
Yiddish

X

X

X

X

X

X

GREENAWAY, Anne Marie

French

X

X

HOLIAD, Vera

Ukrainian

X

X

JAEGER, Barbara

German
French
Spanish

X

X

X

X

X

X

LANGUAGES SPOKEN IN THE OFFICE OF THE OMBUDSMAN

WRITTEN

SPOKEN

NAME

LANGUAGE

Excellent
Good
Some
NoneFluent
Good
Limited

JONES, Janis

French
Spanish

X

X

X

X

KOLGA, Renate

Russian
Ukrainian

X

X

X

X

LANGELIER, Pierre

French

X

X

MILLS, Allan

German

X

X

MARCEROLLO, Bob

Italian
French

X

X

X

X

MARZO, Frank

Italian

X

X

MC LEOD, Maret

Estonian
German
Russian
French

X

X

X

X

X

X

X

X

MOORE, Barbara

Dutch

X

X

MORIN, Gilles

French

X

X

MURRAY, Dolly

French
Chinese

X

X

X

X

MUSIL, Alena

Czech
Polish

X

X

X

X

REYES, Cecile

Philipino
Spanish

X

X

X

X

REYNOLDS, Brian

German
French

X

X

X

X

THEN, Milan

Czech
Slovak
French

X

X

X

X

X

TRIANTAFILOPOULOS, Effie

Greek

X

X

WAI, Suzie

Chinese
French

X

X

X

X

~ Page 585 ~

BILL 86

5TH SESSION, 29TH LEGISLATURE, ONTARIO
24 ELIZABETH II, 1975

**An Act to provide for an Ombudsman to investigate
Administrative Decisions and Acts of Officials of the
Government of Ontario and its Agencies**

THE HON. J. T. CLEMENT
Attorney General

TORONTO
PRINTED BY J. C. THATCHER, QUEEN'S PRINTER FOR ONTARIO

BILL 86

1975

An Act to provide for an Ombudsman to investigate Administrative Decisions and Acts of Officials of the Government of Ontario and its Agencies

HER MAJESTY, by and with the advice and consent of the Legislative Assembly of the Province of Ontario, enacts as follows:

1. In this Act,

Interpre-
tation

(a) "governmental organization" means a Ministry, commission, board or other administrative unit of the Government of Ontario, and includes any agency thereof;

(b) "minister" means a member of the Executive Council.

2. There shall be appointed, as an officer of the Legislature, an Ombudsman to exercise the powers and perform the duties prescribed by this Act.

3. The Ombudsman shall be appointed by the Lieutenant Governor in Council on the address of the Assembly.

Appoint-
ment

4.—(1) Subject to this Act, the Ombudsman shall hold office for a term of ten years, but is removable at any time for cause by the Lieutenant Governor in Council on the address of the Assembly.

Tenure of
office and
removal

(2) The Ombudsman may be reappointed for a further term or terms but shall retire upon attaining the age of sixty-five years.

Reappoint-
ment
and
retirement

5.—(1) The Ombudsman shall devote himself exclusively to the duties of his office and shall not hold any other office under the Crown or engage in any other employment.

Nature of
employment

(2) *The Public Service Act* and *The Public Service Superannuation Act* do not apply to the Ombudsman.

Idem
R.S.O. 1970,
cc. 386, 387

- Salary **6.—**(1) The Ombudsman shall be paid a salary to be fixed by the Lieutenant Governor in Council.
- Idem (2) The salary of the Ombudsman shall not be reduced except on address of the Assembly.
- Expenses (3) The Ombudsman is entitled to be paid reasonable travelling and living expenses while absent from his ordinary place of residence in the exercise of his functions under this Act.
- Pension
1973, c. 152 (4) Part II of *The Legislative Assembly Retirement Allowances Act, 1973*, except sections 15 and 16, subsection 5 of section 18 and clause *a* of subsection 2 of section 19, applies, *mutatis mutandis*, to the Ombudsman in the same manner as if he were a member of the Legislative Assembly and for the purpose,
- (a) "average annual remuneration" means the average annual salary of the Ombudsman during any five years of his service, which years need not be consecutive, during which his salary was highest; and
- (b) "remuneration" means the salary of the Ombudsman.
- Temporary
Ombudsman **7.** In the event of the death or resignation of the Ombudsman while the Legislature is not in session or if he is unable or neglects to perform the functions of his office, the Lieutenant Governor in Council may appoint a temporary Ombudsman, to hold office for a term of not more than six months, who shall, while in such office, have the powers and duties and perform the functions of the Ombudsman and shall be paid such salary or other remuneration and expenses as the Lieutenant Governor in Council may fix.
- Staff **8.—**(1) Subject to the approval of the Lieutenant Governor in Council, the Ombudsman may employ such officers and other employees as the Ombudsman considers necessary for the efficient operation of his office and may determine their salary and remuneration and terms and conditions of employment.
- Benefits (2) The employee benefits applicable from time to time to the public servants of Ontario with respect to,
- (a) cumulative vacation and sick leave credits for regular attendance and payments in respect of such credits;

(b) plans for group life insurance, medical-surgical insurance or long-term income protection; and

(c) the granting of leave of absence,

apply to the permanent and full-time employees of the Ombudsman and where such benefits are provided for in regulations made under *The Public Service Act*, the Ombudsman, or any person authorized in writing by him, may exercise the powers and duties of a Minister or Deputy Minister or of the Civil Service Commission under such regulations. R.S.O. 1970, c. 386

(3) *The Public Service Superannuation Act* applies to the permanent and full-time probationary staff of the Ombudsman as though the Ombudsman were a commission designated by the Lieutenant Governor in Council under section 27 of that Act. Employees' superannuation benefits R.S.O. 1970, c. 387

9. The Ombudsman may lease such premises and acquire such equipment and supplies as are necessary for the efficient operation of his office. Premises and supplies

10. The salary of the Ombudsman and the expenses required for the operation of his office are payable, until the 31st day of March, 1976, out of the Consolidated Revenue Fund and thereafter out of moneys appropriated therefor by the Legislature. Salary and expenses

11. The accounts and financial transactions of the office of the Ombudsman shall be audited annually by the Provincial Auditor. Audit

12. The Ombudsman shall report annually upon the affairs of his office to the Speaker of the Assembly who shall cause the report to be laid before the Assembly if it is in session or, if not, at the next ensuing session. Annual report

13.—(1) Before commencing the duties of his office, the Ombudsman shall take an oath, to be administered by the Speaker of the Assembly, that he will faithfully and impartially exercise the functions of his office and that he will not, except in accordance with subsection 2, disclose any information received by him as Ombudsman. Oath of office and secrecy

(2) The Ombudsman may disclose in any report made by him under this Act such matters as in his opinion ought to be disclosed in order to establish grounds for his conclusions and recommendations. Disclosure

Application
of Act

14. This Act does not apply,

- (a) to judges or to the functions of any court; or
- (b) to deliberations and proceedings of the Executive Council or any committee thereof.

Function of
Ombudsman

15.—(1) The function of the Ombudsman is to investigate any decision or recommendation made or any act done or omitted in the course of the administration of a governmental organization and affecting any person or body of persons in his or its personal capacity.

Investiga-
tion on
complaint

(2) The Ombudsman may make any such investigation on a complaint made to him by any person affected or by any member of the Assembly to whom a complaint is made by any person affected, or of his own motion.

Powers
paramount

(3) The powers conferred on the Ombudsman by this Act may be exercised notwithstanding any provision in any Act to the effect that any such decision, recommendation, act or omission is final, or that no appeal lies in respect thereof, or that no proceeding or decision of the person or organization whose decision, recommendation, act or omission it is shall be challenged, reviewed, quashed or called in question.

Decisions
not
reviewable

(4) Nothing in this Act empowers the Ombudsman to investigate any decision, recommendation, act or omission,

- (a) in respect of which there is, under any Act, a right of appeal or objection, or a right to apply for a hearing or review, on the merits of the case to any court, or to any tribunal constituted by or under any Act, until that right of appeal or objection or application has been exercised in the particular case, or until after any time for the exercise of that right has expired;
- (b) of any person acting as legal adviser to the Crown or acting as counsel to the Crown in relation to any proceedings.

Application
to S.C.O. to
determine
jurisdiction

(5) If any question arises whether the Ombudsman has jurisdiction to investigate any case or class of cases under this Act, he may, if he thinks fit, apply to the Supreme Court for a declaratory order determining the question.

Guidance
rules

16.—(1) The Assembly may make general rules for the guidance of the Ombudsman in the exercise of his functions under this Act.

(2) All rules made under this section shall be deemed to be regulations within the meaning of *The Regulations Act*. Idem
R.S.O. 1970,
c. 410

(3) Subject to this Act and any rules made under this section, the Ombudsman may determine his procedures. Procedures

17.—(1) Every complaint to the Ombudsman shall be made in writing. Mode of
complaint

(2) Notwithstanding any provision in any Act, where any letter written by an inmate of any provincial correctional institution or training school or a patient in a provincial psychiatric facility is addressed to the Ombudsman it shall be immediately forwarded, unopened, to the Ombudsman by the person for the time being in charge of the institution, training school or facility. To be
forwarded

18.—(1) If, in the course of the investigation of any complaint within his jurisdiction, it appears to the Ombudsman, Ombudsman
may
refuse to
investigate
complaint

- (a) that under the law or existing administrative practice there is an adequate remedy for the complainant, whether or not he has availed himself of it; or
- (b) that, having regard to all the circumstances of the case, any further investigation is unnecessary,

he may in his discretion refuse to investigate the matter further.

(2) Without limiting the generality of the powers conferred on the Ombudsman by this Act, the Ombudsman may in his discretion decide not to investigate, or, as the case may require, not to further investigate, any complaint if it relates to any decision, recommendation, act or omission of which the complainant has had knowledge for more than twelve months before the complaint is received by the Ombudsman, or, if in his opinion, Idem

- (a) the subject-matter of the complaint is trivial;
- (b) the complaint is frivolous or vexatious or is not made in good faith; or
- (c) the complainant has not a sufficient personal interest in the subject-matter of the complaint.

(3) In any case where the Ombudsman decides not to investigate or further investigate a complaint he shall inform the complainant in writing of that decision, and may if he thinks fit state his reasons therefor. Complainant
to be
informed

Proceedings of Ombudsman	19. —(1) Before investigating any matter, the Ombudsman shall inform the head of the governmental organization affected of his intention to make the investigation.
Investigation to be in private	(2) Every investigation by the Ombudsman under this Act shall be conducted in private.
Where hearing necessary	(3) The Ombudsman may hear or obtain information from such persons as he thinks fit, and may make such inquiries as he thinks fit and it is not necessary for the Ombudsman to hold any hearing and no person is entitled as of right to be heard by the Ombudsman, but, if at any time during the course of an investigation, it appears to the Ombudsman that there may be sufficient grounds for his making any report or recommendation that may adversely affect any governmental organization or person, he shall give to that organization or person an opportunity to make representations respecting the adverse report or recommendation, either personally or by counsel.
May consult minister	(4) The Ombudsman may in his discretion, at any time during or after any investigation, consult any minister who is concerned in the matter of the investigation.
Must consult minister	(5) On the request of any minister in relation to any investigation, or in any case where any investigation relates to any recommendation made to a minister, the Ombudsman shall consult that minister after making the investigation and before forming a final opinion on any of the matters referred to in subsection 1 or 2 of section 22.
Breach of duty or misconduct	(6) If, during or after an investigation, the Ombudsman is of opinion that there is evidence of a breach of duty or of misconduct on the part of any officer or employee of any governmental organization, he may refer the matter to the appropriate authority.
Evidence	20. —(1) The Ombudsman may from time to time require any officer, employee or member of any governmental organization who in his opinion is able to give any information relating to any matter that is being investigated by the Ombudsman to furnish to him any such information, and to produce any documents or things which in the Ombudsman's opinion relate to any such matter and which may be in the possession or under the control of that person.
Examination under oath	(2) The Ombudsman may summon before him and examine on oath, (a) any complainant;

7

- (b) any person who is an officer or employee or member of any governmental organization and who, in the Ombudsman's opinion, is able to give any information mentioned in subsection 1; or
- (c) any other person who, in the Ombudsman's opinion, is able to give any information mentioned in subsection 1,

and for that purpose may administer an oath.

(3) Subject to subsection 4, no person who is bound by ^{Secrecy} the provisions of any Act, other than *The Public Service Act*, ^{R.S.O. 1970, c. 386} to maintain secrecy in relation to, or not to disclose, any matter shall be required to supply any information to or answer any question put by the Ombudsman in relation to that matter, or to produce to the Ombudsman any document or thing relating to it, if compliance with that requirement would be in breach of the obligation of secrecy or non-disclosure.

(4) With the previous consent in writing of any com- ^{Idem}plainant, any person to whom subsection 3 applies may be required by the Ombudsman to supply information or answer any question or produce any document or thing relating only to the complainant, and it is the duty of the person to comply with that requirement.

(5) Every person has the same privileges in relation to the ^{Privileges} giving of information, the answering of questions, and the production of documents and things as witnesses have in any court.

(6) Except on the trial of any person for perjury in respect ^{Protection} of his sworn testimony, no statement made or answer given by that or any other person in the course of any inquiry by or any proceedings before the Ombudsman is admissible in evidence against any person in any court or at any inquiry or in any other proceedings, and no evidence in respect of proceedings before the Ombudsman shall be given against any person.

(7) A person giving a statement or answer in the course ^{Idem} of any inquiry or proceeding before the Ombudsman shall ^{under} be informed by the Ombudsman of his right to object to answer any question under section 5 of the *Canada Evidence Act*. ^{R.S.C. 1970, c. E-10}

(8) No person is liable to prosecution for an offence against ^{Prosecution} any Act, other than this Act, by reason of his compliance with any requirement of the Ombudsman under this section.

Fees

(9) Where any person is required by the Ombudsman to attend before him for the purposes of this section, the person is entitled to the same fees, allowances, and expenses as if he were a witness in the Supreme Court, and the provisions of any Act, regulation or rule in that behalf apply accordingly.

Disclosure
of certain
matters not
to be
required

21.—(1) Where the Attorney General certifies that the giving of any information or the answering of any question or the production of any document or thing,

- (a) might interfere with or impede investigation or detection of offences;
- (b) might involve the disclosure of the deliberations of the Executive Council; or
- (c) might involve the disclosure of proceedings of the Executive Council or of any committee of the Executive Council, relating to matters of a secret or confidential nature, and would be injurious to the public interest,

the Ombudsman shall not require the information or answer to be given or, as the case may be, the document or thing to be produced.

Idem

(2) Subject to subsection 1, the rule of law which authorizes or requires the withholding of any document, or the refusal to answer any question, on the ground that the disclosure of the document or the answering of the question would be injurious to the public interest does not apply in respect of any investigation by or proceedings before the Ombudsman.

Procedure
after
investiga-
tion

22.—(1) This section applies in every case where, after making an investigation under this Act, the Ombudsman is of opinion that the decision, recommendation, act or omission which was the subject-matter of the investigation,

- (a) appears to have been contrary to law;
- (b) was unreasonable, unjust, oppressive, or improperly discriminatory, or was in accordance with a rule of law or a provision of any Act or a practice that is or may be unreasonable, unjust, oppressive, or improperly discriminatory;
- (c) was based wholly or partly on a mistake of law or fact; or
- (d) was wrong.

(2) This section also applies in any case where the Ombudsman is of opinion that in the making of the decision or recommendation, or in the doing or omission of the act, a discretionary power has been exercised for an improper purpose or on irrelevant grounds or on the taking into account of irrelevant considerations, or that, in the case of a decision made in the exercise of any discretionary power, reasons should have been given for the decision. ^{Idem}

(3) If in any case to which this section applies the Ombudsman is of opinion, ^{Ombudsman's report and recommendations}

- (a) that the matter should be referred to the appropriate authority for further consideration;
- (b) that the omission should be rectified;
- (c) that the decision or recommendation should be cancelled or varied;
- (d) that any practice on which the decision, recommendation, act or omission was based should be altered;
- (e) that any law on which the decision, recommendation, act or omission was based should be reconsidered;
- (f) that reasons should have been given for the decision or recommendation; or
- (g) that any other steps should be taken,

the Ombudsman shall report his opinion, and his reasons therefor, to the appropriate governmental organization, and may make such recommendations as he thinks fit and he may request the governmental organization to notify him, within a specified time, of the steps, if any, that it proposes to take to give effect to his recommendations and the Ombudsman shall also send a copy of his report and recommendations to the minister concerned.

(4) If within a reasonable time after the report is made no action is taken which seems to the Ombudsman to be adequate and appropriate, the Ombudsman, in his discretion, after considering the comments, if any, made by or on behalf of any governmental organization affected, may send a copy of the report and recommendations to the Premier, and may thereafter make such report to the Assembly on the matter as he thinks fit. ^{Where no appropriate action taken}

(5) The Ombudsman shall attach to every report sent or made under subsection 4 a copy of any comments made by or on behalf of the governmental organization affected. ^{Idem}

Complainant
to be
informed
of result
of investiga-
tion

23.—(1) Where, on any investigation following a complaint, the Ombudsman makes a recommendation under subsection 3 of section 22, and no action which seems to the Ombudsman to be adequate and appropriate is taken thereon within a reasonable time, the Ombudsman shall inform the complainant of his recommendation, and may make such comments on the matter as he thinks fit.

Idem

(2) The Ombudsman shall in any case inform the complainant, in such manner and at such time as he thinks proper, of the result of the investigation.

Proceedings
not to be
questioned
or to be
subject to
review

24. No proceeding of the Ombudsman shall be held bad for want of form, and, except on the ground of lack of jurisdiction, no proceeding or decision of the Ombudsman is liable to be challenged, reviewed, quashed or called in question in any court.

Proceedings
privileged

25.—(1) No proceedings lie against the Ombudsman, or against any person holding any office or appointment under the Ombudsman, for anything he may do or report or say in the course of the exercise or intended exercise of his functions under this Act, unless it is shown that he acted in bad faith.

Idem

(2) The Ombudsman, and any such person as aforesaid, shall not be called to give evidence in any court, or in any proceedings of a judicial nature, in respect of anything coming to his knowledge in the exercise of his functions under this Act.

Idem

(3) Anything said or any information supplied or any document or thing produced by any person in the course of any inquiry by or proceedings before the Ombudsman under this Act is privileged in the same manner as if the inquiry or proceedings were proceedings in a court.

Power of
entry of
premises

26.—(1) For the purposes of this Act, the Ombudsman may at any time enter upon any premises occupied by any governmental organization and inspect the premises and carry out therein any investigation within his jurisdiction.

Notice of
entry

(2) Before entering any premises under subsection 1, the Ombudsman shall notify the head of the governmental organization occupying the premises of his purpose.

Notice to
desist

(3) The Attorney General may by notice to the Ombudsman exclude the application of subsection 1 to any specified premises or class of premises if he is satisfied that the exercise of the powers mentioned in subsection 1 might be prejudicial to the public interest.

(4) Where a notice is given under subsection 3 and in the opinion of the Ombudsman it is necessary to take an action apparently prevented by the notice, the Ombudsman may apply to a judge of the High Court for an order setting aside the notice in respect of such action and, where the judge is satisfied that such action would not be prejudicial to the public interest, he may make the order.

Order
of judge

27.—(1) The Ombudsman may in writing delegate to any person holding any office under him any of his powers under this Act except the power of delegation under this section and the power to make a report under this Act.

Delegation
of powers

(2) Every delegation under this section is revocable at will and no such delegation prevents the exercise by the Ombudsman of any power so delegated.

Delegation
is revocable

(3) Every such delegation may be made subject to such restrictions and conditions as the Ombudsman thinks fit.

Restrictions
and
conditions

(4) In the event that the Ombudsman by whom any such delegation is made ceases to hold office, the delegation continues in effect so long as the delegate continues in office or until revoked by a succeeding Ombudsman.

Continuing
effect of
delegation

(5) Any person purporting to exercise any power of the Ombudsman by virtue of a delegation under this section shall, when required so to do, produce evidence of his authority to exercise the power.

Evidence of
obligation

28. Every person who,

Offences
and
penalties

- (a) without lawful justification or excuse, wilfully obstructs, hinders or resists the Ombudsman or any other person in the performance of his functions under this Act; or
- (b) without lawful justification or excuse, refuses or wilfully fails to comply with any lawful requirement of the Ombudsman or any other person under this Act; or
- (c) wilfully makes any false statement to or misleads or attempts to mislead the Ombudsman or any other person in the exercise of his functions under this Act,

is guilty of an offence and liable on summary conviction to a fine of not more than \$500 or to imprisonment for a term of not more than three months, or to both.

Rights
under Act
do not
affect
other rights,
etc.

29. The provisions of this Act are in addition to the provisions of any other Act or rule of law under which any remedy or right of appeal or objection is provided for any person, or any procedure is provided for the inquiry into or investigation of any matter, and nothing in this Act limits or affects any such remedy or right of appeal or objection or procedure.

Commence-
ment

30. This Act comes into force on a day to be named by proclamation of the Lieutenant Governor.

Short title

31. This Act may be cited as *The Ombudsman Act, 1975*.

BILL 86

An Act to provide for an Ombudsman
to investigate Administrative Decisions
and Acts of Officials of the Government
of Ontario and its Agencies

1st Reading

May 27th, 1975

2nd Reading

June 12th, 1975

3rd Reading

June 27th, 1975

THE HON. J. T. CLEMENT
Attorney General

SUMMARY OF SPEAKING ENGAGEMENTS

UP TO AND INCLUDING DECEMBER 9, 1976

(excluding those made in conjunction
with hearings)

FINAL SUMMARY

SPEAKING ENGAGEMENTS

(up to & including December 9, 1976
excluding those made during hearings)

[illegible]

Speaking Engagements

TOWNS & CITIES	A. Maloney	Hollett	Morin	Goodman	Adams	Cavanagh	Speranzini	Cooper	Hailey	O'Connor	Boettin	Boyer	Ward	Spoke	AUD.
Couchiching (Orillia)	Spoke Aud.			1 25	1 25									2	50
Dundas	Spoke Aud.						1 60							1	60
Edmonton	Spoke Aud.	3 1175												3	1175
Embro	Spoke Aud.		1 110											1	110
Espanola	Spoke Aud.					1 450								1	450
Guelph	Spoke Aud.			1 150										1	150
Halifax	Spoke Aud.	1 420												1	420
Hamilton	Spoke Aud.	7 1725							1 50					8	1775
Kingston	Spoke Aud.	2 600												2	600
Kitchener	Spoke Aud.		1 55			1 50								2	105
Lake Rosseau	Spoke Aud.									1 200				1	200
Laval	Spoke Aud.	1 100												1	100

Speaking Engagements

[illegible]

- Page 603 -

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Speaking Engagements

TOWNS & CITIES	A. Maloney	Hollett	Morin	Goodman	Adams	Cavanagh	Speranzini	Cooper	Hainey	O'Connor	Bottin	Boyer	Ward	Spoke	AUD.
Timmins Spoke Aud.				1 50		1 125								2	175
Toronto Spoke Aud.	44 12490	18 2035	4 700	9 265	7 410	9 1670	4 175	9 495	2 70	1 40		2 125		109	18475
Vanier Spoke Aud.			1 35											1	35
Markworth Spoke Aud.									1 70					1	70
Waterdown Spoke Aud.	1 100													1	100
Waterloo Spoke Aud.		1 200			1 12									2	212
Welland Spoke Aud.			1 65											1	65
Whitby Spoke Aud.			1 125											1	125
Windsor Spoke Aud.	2 1050													2	1050
Winnipeg Spoke Aud.	1 300													1	300
Woodstock Spoke Aud.													1 200	1	200
TOTAL ENGAGEMENTS	94	21	23	12	18	14	8	11	4	2	2	2	1	212	
TOTAL AUDIENCE	27656	2400	3015	590	1167	2420	432	555	190	240	100	125	200	39090	

SECTION 2

STATISTICS ON SPEAKING ENGAGEMENTS

SPEAKING ENGAGEMENTS

Arthur Maloney, Q.C.
Ombudsman/Ontario

<u>Date</u>	<u>Location</u>	<u>Organization</u>	<u>Size of Audience</u>
Sept.25/75	Halifax	Dalhousie University Law School	420
Sept. 30/75	Toronto	Health League of Canada	350
Oct. 2/75	Toronto	St. Clair "60's" Club	50
Oct. 3/75	Winnipeg	Police & Law Conference	300
Oct. 8/75	Toronto	St. Lawrence Centre "Crime in Society" Panel	600
Oct. 10/75	St. Catharines	Dennis Morris High School Graduation	1300
Oct. 27/75	Toronto	Ontario Hospital Association	450
Oct. 28/75	Penetanguishene	Cercle des Activites Francais	75
Oct. 29/75	Toronto	Beth Sholom Brotherhood	400
Oct. 31/75	Niagara Falls	Correctional Services Convention	500
Oct. 31/75	Toronto	Criminal Lawyers' Association	250
Nov. 3/75	Sault Ste. Marie	Police Dinner	200
Nov. 5/75	St. Catharines	Lincoln Cty. Acad.of Medicine	200
Nov. 6/75	Toronto	North Toronto Collegiate Student Assembled	400
Nov. 6/75	Toronto	Empire Club of Canada	800
Nov. 6/75	Toronto	Northern Affairs Officers	50
Nov. 6/75	Toronto	St. Lawrence Centre "Crime in Society"Panel	600
Nov. 7/75	Toronto	Women's Canadian Club	1300
Nov. 11/75	Burlington	Canadian Club	200

Speaking Engagements - Mr. Maloney

Nov. 18/75	Milton	Chamber of Commerce	100
Nov. 19/75	Simcoe	Chamber of Commerce	450
Nov. 21/75	Hamilton	Hamilton Lawyers' Club	65
Nov. 25/75	Toronto	St. Lawrence Centre "Crime in Society"	750
Nov. 27/75	Kingston	Chamber of Commerce	200
Nov. 28/75	Toronto	Rotary Club of Toronto	265
Nov. 29/75	Toronto	Osgoode Hall Continuing Education Series	150
Dec. 2/75	Brockville	Nassagaweya Ratepayers	75
Dec. 3/75	Toronto	German-Canadian Business and Professional Assoc.	120
Dec. 8/75	Toronto	Canadian Club of Toronto	280
Dec. 8/75	Toronto	Humber Storefront	100
Dec. 10/75	Ottawa	Canadian Club	350
Dec. 4/75	Toronto	Canadian Bar Assoc.	100
Jan. 10/76	Waterdown	Grace Anglican Church	100
Jan. 14/76	Toronto	Holy Blossom Brotherhood	300
Jan. 15/76	St. Catharines	Rotary Club	85
Jan. 17/76	North Bay	Assoc. Canadienne-Francaise	50
Jan. 21/76	Ottawa	U. of Ottawa Law School	150
Jan. 21/76	Ottawa	Defence Council Assoc.	50
Jan. 23/76	Toronto	Granite Club	400
Jan. 28/76	Toronto	Osgoode Law Students York U.	200
Jan. 29/76	Hamilton	Arrell Lecture, McMaster	210
Jan. 30/76	Toronto	Forensic Unit Clarke Inst.	200

Speaking Engagements - Mr. Maloney

Mar. 1/76	Hamilton	Hamilton & Dist. Council of Women	125
Mar. 2/76	Toronto	Legal Secretaries Assoc.	150
Mar. 6/76	Toronto	Croatian Peasants Society	300
Mar. 10/76	Toronto	Moot Court U. of T. Students Law Society	225
Mar. 15/76	Edmonton	Substitute for Mr. Diefenbaker	425
Mar. 22/76	Toronto	Club Richelieu	75
Mar. 23/76	Toronto	Ministry of Labour Workshop	75
Mar. 25/76	Orillia	Knights of Columbus & Masons	150
Mar. 30/76	Toronto	Royal Commonwealth Society	125
Mar. 31/76	Toronto	Ken Bryden's Law Class U. of T. (Kathy Cooper took 10-11:00 a.m. period)	50
Mar. 31/76	Ottawa	Bishop's Men	60
April 1/76	Toronto	Ontario Separate School Trustees	800
April 5/76	Hamilton	Hamilton Men's Canadian Club	475
April 7/76	Toronto	Lecture York University	35
April 14/76	Ottawa	Club Richelieu	40
April 22/76	Toronto	County & District Court Judges Dinner	100
May 7/76	Edmonton	Annual Friars' Night	600
May 9/76	Ottawa	Federal Lawyers' Club	150
May 11/76	Toronto	NDP Caucus	40
May 12/76	Toronto	Toronto Home Economics Association	125
May 13/76	Toronto	Bureau Municipal Research	175

Speaking Engagements - Mr. Maloney

May 15/76	Hamilton	Ontario Association Children with Learning Disabilities	150
June 1/76	Laval	Association of Canadian Archivists	100
June 2/76	Toronto	Ethnic Press Reception	55
June 4/76	London	Ontario Provincial Court Judges Association	150
June 6/76	Palermo	St. Luke's Anglican Church	60
June 12/76	Belleville	Loyalist College Convocation #1	1000
		Convocation #2	1000
June 14/76	Toronto	Ukrainian Cultural Centre	220
June 18/76	Windsor	Assumption College Graduation	1000
July 21/76	Toronto	Don Jail Community Night	25
Aug. 12/76	Toronto	Chiefs of Ontario	225
Sept. 7-10	Edmonton	Int. Conference of Ombudsmen	150
Sept. 22/76	London	Women's Canadian Club	1450
Sept. 24/76	Pembroke	Women's Canadian Club	400
Sept. 26/76	Ottawa	Our Lady of Fatima	200
Sept. 29/76	Toronto	York County Law Assoc.	300
Oct. 2/76	St. Catharines	Federation Catholic Parent/Teachers	150
Oct. 26/76	London	Assoc. Counties & Regions	350
Nov. 2/76	Toronto	National Chaplains	75
Nov. 3/76	Toronto	Coroners	300
Nov. 3/76	Hamilton	OECA Hamilton Place	50
Nov. 4/76	Kingston	Can. Assoc. Provincial Court Judges	40
Nov. 5/76	Windsor	Greyscale	50

Speaking Engagements - Mr. Maloney

Nov.9/76	Rochester	Fortnightly Club	16
Nov.10/76	"	Forum on Justice	50
	"	Coal ition Members	20
	"	ETV Public Meeting	50
Nov.11/76	"	City Council	15
Nov.19/76	Toronto	York U. Alumni	250
Nov.21/76	Toronto	Beth Tikvah Synagogue	650
Nov.30/76	Hamilton	Ont. Fed. of Agriculture	650
Dec. 3/76	Aylmer	Rotary Farmers Night	600
			<hr/>
		Total	27656

Speaking Engagements - Mr. Maloney

SUMMARY

<u>Towns & Cities</u>	<u>Times Visited</u>	<u>Audience</u>
Aylmer	1	600 -
Belleville	1	2000
Brockville	1	75
Burlington	1	200
Edmonton	3	1175
Halifax	1	420
Hamilton	7	1725
Kingston	2	600
Laval	1	100
London	3	1950
Milton	1	100
Niagara Falls	1	500
North Bay	1	50
Orillia	1	150
Ottawa	7	1000
Palermo	1	60
Pembroke	1	400
Penetanguishene	1	75
Rochester	5	151
Sault Ste. Marie	1	200
Simcoe	1	450
St. Catharines	4	1735
Toronto	44	12490
Waterdown	1	100
Windsor	2	1050
Winnipeg	1	300
<hr/>		<hr/>
Total Engagements	94	27,656
		<hr/> <hr/>

SPEAKING ENGAGEMENTS

Keith Hoilett
Special Assistant and Legal Officer

<u>Date</u>	<u>Location</u>	<u>Organization</u>	<u>Size of Audience</u>
Nov.19/75	Toronto	Correctional Inter-Agency Meeting	15
Dec. 3/75	Toronto	Institute of Law Clerks	135
Jan.14/76	Toronto	Yonge-Bloor-Bay Assoc.	35
Jan. 12/76	Toronto	Rotary Club of Toronto-Leaside	75
Feb. 5/76	Toronto	Scarborough College & Scarborough Community	10
Mar. 9/76	Toronto	Annual Meeting of Etobicoke Canadian Red Cross	300
Mar. 11/76	Waterloo	86th Annual Meeting of Waterloo Chamber of Commerce	200
Apr.6/76	Toronto	Credit Granters' Assoc. of Toronto	100
May 18/76	Toronto	Ontario Association of School Business Officials	300
June 7/76	Toronto	Narconon Symposium on Drug Abuse	45
June 8/76	Toronto	George Brown College Adult Retraining Program	40
June 17/76	Toronto	Centre for Creative Living	200
June 23/76	Toronto	Toronto Kiwanis	100
June 24/76	Toronto	Queen Street Mental Health	75
July 7/76	Toronto	Society of Industrial Accountants	400

Speaking Engagements - K. Hoilett

<u>Date</u>	<u>Location</u>	<u>Organization</u>	<u>Size of Audience</u>
Aug.25/76	Toronto	Toronto-Eglinton Rotary	70
Sept.25/76	Toronto	Caribbean Alliance	45
Sept.30/76	Embro	Masonic Ladies Night	110
Oct.21/76	Toronto	U of T Women's Club	60
Nov.3/76	Toronto	York U. Students	30
Nov.17/76	Kitchener	Grand Valley Personnel	55
<u>Total Audience</u>			2400

SUMMARY

<u>Towns & Cities</u>	<u>Times Visited</u>	<u>Audience</u>
Embro	1	110
Kitchener	1	55
Toronto	18	2035
Waterloo	1	200
Total Engagements	21	2400

SPEAKING ENGAGEMENTS

Gilles Morin
Director of Rural, Agricultural
and Municipal Services

<u>Date</u>	<u>Location</u>	<u>Organization</u>	<u>Size of Audience</u>
Feb. 21/76	Meaford	Annual Meaford & Dist. Chamber of Commerce Meeting	125
Mar. 26/76	Ottawa	A.F.C.S.O. Meeting	150
Mar. 28/76	Ottawa	Caisse Populaire de l'Est	100
April 2/76	Brantford	Chamber of Commerce	110
April 14/76	Ottawa	Club Richelieu	40
April 14/76	Vanier	Club Richelieu	35
April 21/76	St. Catharines	Club Richelieu	40
April 22/76	Campbellville	Lions Club	30
May 5/76	Atwood	Dairy Farmers	565
May 7/76	Whitby	Organization of Small Urban Municipalities	125
May 28/76	Welland	Niagara College Conference on Bilingualism	65
May 18/76	Cambridge	Association of Municipal Clerks and Treasurers	65
May 14-16/76	Thunder Bay	UCANO Conference (with K. Cavanagh)	125
June 9/76	OwenSound	Ontario Municipal Services Association	150
June 15/76	Stewartown	Farmers Group	90
June 20/76	Bancroft	Holy Name Society	100

Speaking Engagements - G. Morin

<u>Date</u>	<u>Location</u>	<u>Organization</u>	<u>Size of Audience</u>
Sept.14/76	Toronto	Assoc.of Municipal Tax Collectors	150
Oct.21/76	Toronto	Tax Executives Institute	125
Oct.23/76	Toronto	RNAO	400
Oct.29/76	Guelph	Guelph Rotary	150
Nov.6/76	Niagara Falls	Ontario Private Campgrounds Association	150
Dec.1/76	Toronto	East Indian Seminari Panel	25
Dec.4/76	Plainville	Rice Lake Horticultural Society	100
			<hr/> 3015

SUMMARY

<u>Towns & Cities</u>	<u>Times Visited</u>	<u>Audience</u>
Atwood	1	565
Bancroft	1	100
Brantford	1	110
Cambridge	1	65
Campbellville	1	30
Guelph	1	150
Meaford	1	125
Niagara Falls	1	150
Ottawa	3	290
Owen Sound	1	150
Plainville	1	100
St. Catharines	1	40
Stewartown	1	90
Thunder Bay	1	125
Toronto	4	700
Vanier	1	35
Welland	1	65
Whitby	1	125
Total Engagements	<hr/> 23	<hr/> 3015

SPEAKING ENGAGEMENTS

Brian Goodman
Director of Research

<u>Date</u>	<u>Location</u>	<u>Organization</u>	<u>Size of Audience</u>
Jan.20/76	Toronto	Royal Canadian Legion	30
Mar.23/76	Orillia	OPP	25
April 24/76	Toronto	Patients' Rights Assoc.	10
May 5/76	Toronto	Arbitration Class - Seneca	25
May 18/76	Toronto	William Lyon McKenzie Collegiate	25
July 4/76	Rondeau Prov. Park	Park Leaseholders' Assoc. (with Mary Ward)	250
July 27/76	Toronto	Woodgreen Community Centre	20
Aug.31/76	Toronto	Toronto Community Law Panel	5
Oct.5/76	Timmins	Ontario Secondary School Headmasters Assoc. Panel	50
Oct.21/76	Toronto	Tax Executives Institute	125
Oct.20/76	Toronto	Arbitration Class -Seneca	15
Oct.25/76	Toronto	Adminstrative Law Class Osgoode	10
Total			590

SUMMARY

<u>Towns & Cities</u>	<u>Times Visited</u>	<u>Audience</u>
Orillia	1	25
Rondeau	1	250
Timmins	1	50
Toronto	9	265
Total Engagements		590

SPEAKING ENGAGEMENTS

Ellen Adams
Director of Institutional
and Special Services

<u>Date</u>	<u>Location</u>	<u>Organization</u>	<u>Size of Audience</u>
Feb. 9/76	Toronto	Atkinson College	35
Mar. 19/76	Maplehurst	OPSEU Local 234	15
Mar. 19/76	Waterloo	U. of Waterloo Seminar	12
Mar. 24/76	Toronto	Advisory Council on Senior Citizens	35
Mar. 25/76	Maplehurst	Deputy Superintendents' (Jails and Correctional Institutes)	30
Mar. 26 & 27 /76	Ottawa	Seminar - Council on Aging (Social Planning Council Ottawa-Carlton)	150
Mar. 30/76	Couchiching	OPP Seminar. (with Milan Then)	25
May 4/76	Belleville	Quinte Information & Assistance Centre	100
May 5/76	Toronto	Elizabeth Frye Society	50
May 17/76	Toronto	Board of Trade Seminar on Housing	100
May 26/76	Brantford	Brantford University Women's Club	150
May 28/76	Ottawa	Ottawa-Carlton Citizen Advocacy	45
June 14/76	Toronto	Pensioners Concerned	75

Speaking Engagements - Ellen Adams

<u>Date</u>	<u>Location</u>	<u>Organization</u>	<u>Size of Audience</u>
Oct.12/76	Toronto	Central Hospital	55
Oct 21/76	London	St. Leonard's Society	70
Oct.22/76	Toronto	Symposium for High School Students of Law	60
Oct.16/76	Ottawa	National Conference on Mental Retardation	
		Panel #1	70
		Panel #2	40
Nov. 4/76	London	Superintendants Western Region, Ministry of Correctional Services	50
		Total	1167

SUMMARY

<u>Towns & Cities</u>	<u>Times Visited</u>	<u>Audience</u>
Brantford	1	150
Belleville	1	100
Couchiching	1	25
London	2	120
Maplehurst	2	45
Ottawa	3	305
Toronto	7	410
Waterloo	1	12
Total Engagements	18	1167

SPEAKING ENGAGEMENTS

Ken Cavanagh
Director of Communications

<u>Date</u>	<u>Location</u>	<u>Organization</u>	<u>Size of Audience</u>
Oct. 20/75	Toronto	Rotary Club Toronto West	50
Dec. 18/75	Espanola	Espanola High School Graduation	450
Jan. 13/76	Kitchener	Kitchener-Waterloo Kiwanis	50
Mar. 24/76	Toronto	Ontario College of Art	350
April 22/76	Toronto	Canadian Home Office Life Underwriters	325
April 24/76	Toronto	Rotary Conference	350
May 15/76	Thunder Bay	UCANO CONFERENCE (See Morin)	
May 26/76	Peterborough	Ontario Police Assoc.	125
May 13/76	Toronto	Bureau of Municipal Research	250
June 21/76	Toronto	Tartu College	250
Sept.16/76	Toronto	Corporate Communicators	40
Sept.26/76	Toronto	Willowdale Unitarians	25
Oct.5/76	Timmins	Northern Secondary School Headmasters	125
Nov.23/76	Toronto	Students Sheridan College (At Q.P. with John Page)	30
			<hr/> 2420

SUMMARY

<u>Towns & Cities</u>	<u>Times Visited</u>	<u>Audience</u>
Espanola	1	450
Kitchener	1	50
Peterborough	1	125
Thunder Bay	1	
Timmins	1	125
Toronto	9	1670
	<hr/>	<hr/>
Total Engagements	14	2420

SPEAKING ENGAGEMENTS

Gary Speranzini
Director of Interview Services

<u>Date</u>	<u>Location</u>	<u>Organization</u>	<u>Size of Audience</u>
Mar. 25/76	Toronto	Men's Senior Service Club	50
Mar. 30/76	Burlington	Foster Parents Association	20
April 5/76	Markham	Markham District High School Teachers	112
April 29/76	Toronto	Landl'aid	15
May 5/76	Toronto	Neighbourhood Information Post Board Members	10
Aug.13/76	Toronto	Pensioners Concerned	100
Sept.17/76	Dundas	Lodge of Strict Observance	60
Oct.4/76	Oakville	Queen Elizabeth Park School	65
			<hr/> 432

SUMMARY

<u>Towns & Cities</u>	<u>Times Visited</u>	<u>Audience</u>
Burlington	1	20
Dundas	1	60
Markham	1	112
Oakville	1	65
Toronto	4	175
	<hr/>	<hr/>
Total Engagements	8	432
		<hr/> <hr/>

SPEAKING ENGAGEMENTS

Kathy Cooper
Assistant Director of Research

<u>Date</u>	<u>Location</u>	<u>Organization</u>	<u>Size of Audience</u>
Mar.31/76	Toronto	Political Science Class U of T Seminar (with Mr. Maloney & Glenn Hainey)	30
April 2/76	Toronto	Canadian Human Rights Foundation	30
April 12/76	Stratford	Stratford Kiwanis	40
April 28/76	Toronto	Erindale Secondary School	25
April 29/76	Toronto	Women's Law Association of Ontario	15
May 25/76	Brampton	Westview Centennial Secondary School Law Class	20
June 17/76	Toronto	Imperial Oil Personnel	200
Sept.13/76	Toronto	Sherway Homeowners	80
Nov.18/76	Toronto	Second Mile Club	30
Nov.18/76	Toronto	University Women's Club of Leaside & East York	70
Nov 24/76	Toronto	Lady Reading Club	15
			<hr/> 555

SUMMARY

<u>Towns & Cities</u>	<u>Times Visited</u>	<u>Audience</u>
Brampton	1	20
Stratford	1	40
Toronto	9	495
	<hr/>	<hr/>
Total Engagements	11	555
		<hr/> <hr/>

SPEAKING ENGAGEMENTS

Glenn Hainey
Executive Assistant to the Ombudsman

<u>Date</u>	<u>Location</u>	<u>Organization</u>	<u>Size of Audience</u>
Oct.27/76	Toronto	U.ofT. Italian Club	40
Oct.30/76	Warkworth	Jaycees	70
Nov.28/76	Toronto	Unitarian Fellowship West Toronto	30
Dec.3/76	Hamilton	Christ Church Cathedral	50
		Total	190

SUMMARY

<u>Towns & Cities</u>	<u>Times Visited</u>	<u>Audience</u>
Hamilton	1	50
Toronto	2	70
Warkworth	1	70
Total Engagements	4	190

SPEAKING ENGAGEMENTS

Tom O'Connor
Assistant Legal Officer

<u>Date</u>	<u>Location</u>	<u>Organization</u>	<u>Size of Audience</u>
May 7/76	Toronto	People & the Law Panel	40
Sept.24/76	Lake Rosseau	American Right of Way Association	200
			<hr/> 240

SUMMARY

<u>Towns & Cities</u>	<u>Times Visited</u>	<u>Audience</u>
Lake Rosseau	1	200
Toronto	1	40
	<hr/>	<hr/>
Total Engagements	2	240
		<hr/> <hr/>

SPEAKING ENGAGEMENTS

Keith Bottin
Coordinator of Systems

<u>Date</u>	<u>Location</u>	<u>Organization</u>	<u>Size of Audience</u>
June 17/76	Aylmer	Ontario Police College	30
Nov.17/76	London	Administrative Management	70
			<hr/> 100

SUMMARY

<u>Towns & Cities</u>	<u>Times Visited</u>	<u>Audience</u>
Aylmer	1	30
London	1	70
	<hr/>	<hr/>
Total Engagements	2	100
		<hr/> <hr/>

SPEAKING ENGAGEMENTS

Corrine Boyer
Investigator/Interviewer

<u>Date</u>	<u>Location</u>	<u>Organization</u>	<u>Size of Audience</u>
June 11/76	Toronto	Multi-Ethnicity Conference at OISIE	100
Sept.29/76	Toronto	Women's A.M. Club Humber Library	25
			<hr/> 125

SUMMARY

<u>Towns & Cities</u>	<u>Times Visited</u>	<u>Audience</u>
Toronto	2	125
	<hr/>	<hr/>
Total Engagements	2	125
		<hr/> <hr/>

SPEAKING ENGAGEMENTS

Mary Ward
Investigator

<u>Date</u>	<u>Location</u>	<u>Organization</u>	<u>Size of Audience</u>
Mar.29/76	Woodstock	Woodstock Rotary	200
			<hr/> 200

SUMMARY

<u>Towns & Cities</u>	<u>Times Visited</u>	<u>Audience</u>
Woodstock	1	200
	<hr/>	<hr/>
Total Engagements	1	200
		<hr/> <hr/>

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STATISTICS ON HEARINGS

<u>HEARINGS</u>	<u># 1</u>	<u>NORTH BAY</u>	<u>NOVEMBER 4 & 5, 1975</u>
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Nov. 4
Public
Meeting
1:30 p.m.

City Council Chambers
North Bay City Hall
103 McIntyre Street

Attendance: 50

AEM
Spoke
Evening

North Bay Life
Underwriters

" 300

Nov. 5
Private
Interviews

Mayor's Office
North Bay City Hall

Interviewed: 50

<u>HEARINGS</u>	<u># 2</u>	<u>KENORA</u>	<u>JANUARY 7, 1976</u>
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Private
Interviews
1:30 p.m.

Council Chambers
Kenora Town Office
102 Main Street

(37 interviews)
20 new files

Public
Meeting
7:00 p.m.

(Leo Bernier
attended)

Attendance: 75

<u>HEARINGS</u>	<u># 3</u>	<u>THUNDER BAY</u>	<u>JANUARY 8 & 9, 1976</u>
Jan. 8 Public Meeting 1:30 p.m.		The Concourse Shuniah Bldg. Confederation College	Attendance: 125
Iain Angus, MPP) Jim Foulds, MPP) - attended public Jack Stokes, MPP) meeting			
AEM spoke evening		Faculty, Confederation College	Attendance: 300
Jan. 9 Private Hearings 9:30 a.m.		Confederation College	(42 interviews) -29 new files - 1 complaint from native person
p.m.		Delegation met with AEM and directors - Thunder Bay Indian Friendship Centre	
AEM spoke evening		Lakehead Social Planning Council	Attendance: 175
Iain Angus, MPP - attended			

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HEARINGS # 4
KITCHENER/WATERLOO
JANUARY 26 & 27, 1976

<p>* Jan. 26 Public Meeting evening</p>	<p>Wilfrid Laurier University</p> <p>*Jim Breithaupt, MPP attended. *John Sweeney, MPP attended.</p>	<p>Attendance: 235</p>
<p>Jan. 27 Private Interviews 10 a.m. - 9 p.m.</p>	<p>Kitchener Public Library 65 Queen St. N.</p>	<p>(72 interviews) -includes 8 existing files -38 outside jurisdiction -26 new files</p>
<p>AEM had interviews with</p>	<p>James Farrough) Edward Moutoux) Albert Norris)</p>	<p>not included in the 72 number above</p>
<p>AEM met 1:30 p.m.</p>	<p>Young People In Legal Difficulties group</p>	
<p>AEM spoke evening</p>	<p>University of Waterloo - "Hagey Lecture"</p>	<p>Attendance: 425</p>

HEARINGS # 5
KIRKLAND LAKE
FEBRUARY 25, 1976

<p>Private Interviews 10 a.m.</p>	<p>Royal Cdn. Legion Br. 87 Wright-Hargreaves Property</p>	<p>(54 interviews) -22 outside jurisdiction -32 new files - 4 interviews in FR</p>
<p>* Public Meeting 7:30 p.m.</p>	<p>(Same Hall)</p>	<p>Attendance: 50</p>

* Bob Bain, MPP Timiskaming
attended.

HEARINGS # 6

TIMMINS

FEBRUARY 26 & 27, 1976

Feb. 26 AEM morning	O'Gorman High School Assembly	275 students
2:00 p.m. AEM Spoke	Fed.-Prov. Communications Conference Timmins Community Centre	Attendance: 100
Public Meeting 7:30 p.m.	Timmins Community Centre	Attendance: 75 16 people interviewed
Feb. 27 Private Interviews 10 a.m.	Timmins Community Centre	(54 interviews) - includes those interviewe at public meeting - 20 outside jurisdiction - 34 new files - 1 interview in French
Rev. William Ferrier, MPP Cochrane South) Mayor Leo Del Villano)	Attended.

HEARINGS # 7

KAPUSKASING

FEBRUARY 27, 1976

Private Interviews 10 - 2 3 - 4:30	Kapuskasing Civic Centre	(17 interviews) - 2 existing files - 9 outside jurisdiction - 6 new files - 9 interviews in French
Public Meeting 2:00 p.m.	Developed into News Conference	10 people

HEARINGS # 8

COCHRANE

FEBRUARY 28, 1976

Private Interviews 10 - 2 3:15 - 4	Parish Hall Transfiguration Church	(18 interviews) - 2 existing files - 8 outside jurisdiction - 8 new files - 6 interviews in French
Public Meeting 2:00 p.m.	(Same Hall)	Attendance: 10

HEARINGS

9

KINGSTON

MARCH 4, 1976

Mar. 3 AEM Spoke Evening	Queen's University Inter-Residence Council	Attendance: 470
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Mar. 4 Private Interviews 10 a.m.	Elizabeth II Room Memorial Hall Kingston City Hall	(44 people) (35 interviews) - 9 existing files - 8 outside jurisdiction - 18 new files
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* Public Meeting 7:30 p.m.	Memorial Hall Kingston City Hall	Attendance: 50
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* Keith Norton, MPP Kingston and the Islands
unable to attend because of weather.

HEARINGS

10

WINDSOR

MARCH 8, 1976

Private Interviews 10 a.m.	Auditorium Windsor Public Library 850 Ouellette Ave.	(73 people) (54 interviews) -11 existing files -15 outside jurisdiction -28 new files -2 interviews in French
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* AEM Spoke Noon	Windsor Rotary Club	Attendance: 200
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AEM Spoke 2:30 p.m.	University of Windsor Law School	Attendance: 250
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AEM Spoke 8:00 p.m.	University of Windsor "Duck" Lecture	Attendance: 350
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HEARINGS# 11SARNIAMARCH 9, 1976

Private
Interviews
10 a.m. -
9 p.m.

Council Chamber
Sarnia City Hall

(45 people)
(32 interviews)
- 3 existing files
-13 outside jurisdiction
-16 new files

AEM
Spoke
10 a.m.

Sarnia Central High

Attendance: 45

AEM
Spoke
Noon

Seaway Kiwanis

Attendance: 60

AEM
met
4 p.m.

Sarnia City Council

Attendance: 20

AEM
Spoke
Evening

Sarnia Social Planning
Council

Attendance: 75

<u>HEARINGS</u>	<u># 12</u>	<u>LONDON</u>	<u>MARCH 18, 1976</u>
Mar. 17 AEM Spoke Evening		Middlesex Law Trustees Med-Leg.Dinner Holiday Inn	Attendance: 350
Mar. 18 Private Interviews 10 - 9:30		The Hearings Room London City Hall	(104 people) (86 interviews) - 14 existing files - 32 outside jurisdiction - 40 new files
AEM Spoke 2:15 p.m.		Catholic Central High	Attendance: 350
AEM Spoke Evening		Bar-Fac Committee Univ. of Western Ont.	Attendance: 250
Mar. 19 AEM Spoke, a.m.		South Central High	Attendance: 300
* AEM Spoke Noon		London Chamber of Commerce	Attendance: 250
* John Ferris, MPP London-South) David Peterson, MPP London-Centre) Marvin Shore, MPP London-North)			Attended luncheon.

HEARINGS # 13 OTTAWA/L'ORIGINAL MARCH 6/13/20/27, 1976

- | | | | |
|----|--|--|---|
| 1) | Mar. 6
Ottawa
Private
Interviews
9 - 5:30 | Whitton Hall
Ottawa City Hall
111 Sussex Drive | (39 people interviewed)
-5 existing files
-13 outside jurisdiction
-21 new files
-18 interviews in French |
| 2) | Mar. 13
L'Original
Private
Interviews
9 - 4 p.m. | County Admin.Bldg.of
Prescott & Russell,
L'Original | (5 people interviewed)
-all outside jurisdiction
-3 interviews in French |
| 3) | Mar. 20
Ottawa
Private
Interviews
9 - 4 p.m. | Whitton Hall
Ottawa City Hall
111 Sussex Drive | (34 people interviewed)
-17 outside jurisdiction
-17 new files
-13 interviews in French |
| 4) | Mar. 27
L'Original
Private
Interviews
9 - 4 p.m. | County Admin.Bldg. of
Prescott & Russell,
L'Original | (10 people interviewed)
-5 outside jurisdiction
-5 new files
-3 interviews in French |

HEARINGS # 14 DURHAM APRIL 13, 1976

Private Interviews 10 - 9:30	The Library Durham College Simcoe St. N. Oshawa	(74 people interviewed) (56 complaints) - 6 existing files -19 outside jurisdiction -31 new files -1 interview in French -1 interview in Polish
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AEM Spoke 2:15 p.m.	Henry St. High School Whitby	Attendance: 450
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AEM Spoke 11 a.m.	Oshawa Catholic Central High School	Attendance: 300
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Public Meeting 7:30 p.m.	The Lecture Theatre Durham College Simcoe St. N. Oshawa
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<u>HEARINGS</u>	<u># 15</u>	<u>TORONTO-EAST END</u>	<u>MAY 26, 1976</u>
Private Interviews 10 a.m.	Dixon Hall 58 Sumach Street	(15 people interviews) (11 complaints) - 1 existing file - 5 outside jurisdiction - 5 new files	

Public Meeting 7:30 p.m.	Same Hall Hon.Mgt. Scrivener) Marion Bryden, MPP) - Attended	Attended: 35
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<u>HEARINGS</u>	<u># 16</u>	<u>PICTON</u>	<u>APRIL 27, 1976</u>
Private Interviews 10 am - 10 pm	Council Chambers (Shrie Hall) County Bldgs. Main Street	(23 people interviewed) (19 complaints) -12 outside jurisdiction - 7 new files	

Ken Cavanagh Spoke Noon	Picton Rotary Club	Attendance: 60
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<u>HEARINGS</u>	<u># 17</u>	<u>STRATFORD</u>	<u>JUNE 17, 1976</u>
Private Interviews 9:30 to 9:00 p.m.	Public Library Stratford	55 interviews -27 outside jursidiction -28 new files	

AEM Spoke Noon	Rotary Club of Stratford	Attendance: 85
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HEARINGS # 18 TORONTO-EGLINTON MAY 27, 1976

Public
Meeting
8:00 p.m.

Parish Hall
Blessed Sacrament Church
24 Cheritan Avenue

Attendance: 130

(3 private interviews)
- 1 outside jurisdiction
- 2 new files

Hon. Roy McMurtry attended and
acted as moderator of panel -
Mr. Maloney, Gilles Morin, Ellen Adams.

HEARINGS # 19 BRANTFORD JUNE 3, 1976

Private
Interviews
9:30 -
9:00 p.m.

Room 203
Brantford City Hall
100 Wellington Sq.

(59 interviews)
- 29 outside jurisdiction
-(2 interviews took form
of briefs presented)
- 28 new files
- 1 interview with 3 native
persons

* AEM
Spoke
Noon

Joint Meeting Kiwanis &
Rotary Clubs of Brant-
ford
Golf & Country Club

Attendance: 185

AEM
Met
Evening

Six Nations Indians

Attendance: 40

* Robert Nixon, MPP Brant-Oxford-Norfolk
attended luncheon.

HEARINGS # 20

RENFREW

JUNE 9, 1976

Private
Interviews
9:30 -
9:00 p.m.

Court Room
Renfrew Municipal
Bldg.

(35 interviews)
- 2 existing files
-19 outside jurisdiction
-14 new files
- 1 interview in French

* AEM
Spoke
Evening

Renfrew Chamber of
Commerce, Valley
Hotel

Attendance: 130

* Paul Yakabuski, MPP Renfrew South
attended dinner.

HEARINGS # 21

PEMBROKE

JUNE 10, 1976

Private
Interviews
9:30 -
9:00 p.m.

Council Chambers
Renfrew County Bldg.

(56 interviews)
- 5 existing files
-34 outside jurisdiction
-17 new files
- 1 interview in French

AEM
Spoke
Noon

Pembroke Chamber of
Commerce

Attendance: 100

AEM
Spoke
2:30 p.m.

Fellows High School -
senior students

Attendance: 650

AEM
Spoke
Evening

Eganville Curling Club
Rotary Club

Attendance: 90

Sean Conway, MPP Renfrew North
unable to attend meetings because
of emergency caucus meeting.

HEARINGS # 22 EGANVILLE JUNE 11, 1976

Private Interviews 9:30 - 9:00 p.m.	Municipal Building	(48 interviews) - 20 outside jurisdiction - 28 new files
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HEARINGS # 23 SAULT STE. MARIE JUNE 23, 1976

Private Interviews 9:30 - 9:00 p.m.	St. Mary's Room Civic Centre 99 Foster Drive	76 interviews -37 outside jurisdiction - 7 existing files -32 new files
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AEM Spoke 12:15	Lakeshore Kiwanis Club Empire Motor Hotel	Attendance: 50
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HEARINGS # 24 WAWA JUNE 24, 1976

Private Interviews 11 a.m. - 9 p.m.	Michipicoten Township Bldg. 40 Broadway Avenue	28 interviews (30 complaints) - 8 outside jurisdiction - 2 existing files -20 new files - 4 interviews in French
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AEM Spoke 8:30 p.m.	Michipicoten High School Graduation	Attendance: 450
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HEARINGS

#25

SUDBURY

JUNE 25, 1976

- * Private Interviews
9:30 -
9:00 p.m.
- Regional & City Council Chamber
Sudbury Public Library
- (74 interviews)
-77 complaints
-33 outside jurisdiction
- 6 existing files
- 5 undetermined
-33 new files
- 2 interviews in French
- 1 interview in Italian
- AEM
called back
to Toronto
- left approx.
1:30 p.m.

- * Bud Germa, MPP Sudbury
visited.

HEARINGS

26

GODERICH

SEPTEMBER 22/76

9:30am
-9:30pm

MacKay Hall
Goderich

49 Interviews
-22 within jurisdiction
-27 not within jurisdiction

Mr. Maloney
spoke
evening

Medico-Legal Dinner

Attendance:200

Hugh Edighoffer, MPP attended
hearings briefly

HEARINGS

27

LISTOWEL

SEPTEMBER 23/76

10:00am -
9:30pm

Municipal Bldg.
Listowel

30 Interviews
-24 within jurisdiction
- 6 not within jurisdiction

<u>HEARINGS</u>	<u># 28</u>	<u>ORILLIA</u>	<u>SEPTEMBER 29/76</u>
9:30am - 9:30pm		Council Chamber Orillia	53 Interviews(55 complaints) -28 within jurisdiction -27 not within jurisdiction
<u>HEARINGS</u>	<u># 29</u>	<u>MIDLAND</u>	<u>SEPTEMBER 30/76</u>
10:00am - 9:00pm		Municipal Council Chamber, Midland	49 Interviews(57 complaints) -19 within jurisdiction -38 not within jurisdiction
<u>HEARINGS</u>	<u># 30</u>	<u>BARRIE</u>	<u>OCTOBER 1/76</u>
10:00am - 9:00pm		Council Chamber City Hall, Barrie	54 Interviews(60 complaints) -38 within jurisdiction -22 not within jurisdiction
<u>HEARINGS</u>	<u># 31</u>	<u>PARRY SOUND</u>	<u>OCTOBER 19/76</u>
10:00am - 8:00pm		Municipal Council Chamber, Parry Sound	38 Interviews - 6 within jurisdiction -32 not within jurisdiction
Mr. Maloney spoke evening		Service Clubs plus Medical & Legal professions (Bobby Orr Arena)	Attendance: 275
Mr. Maloney spoke afternoon		Parry Sound High School Assembly	Attendance: 450

HEARINGS # 32

HAMILTON

OCTOBER 22/76

10:00am -
9:00pm

Mohawk College
Hamilton

94
87 Interviews (complain
-61 within jurisdiction
-31 not within jurisdic
(1 brief on Ombudsman
jurisdiction)

Mr. Maloney
Public
Meeting
7:30pm

Mohawk College
Hamilton

Attendance: 75

MPPs attending public meeting:

Michael Davison (NDP, Hamilton Centre)
Bob MacKenzie (NDP, Hamilton East)
Ms. Virginia Edwards Cott (representative
from Dr. Stuart Smith's Riding office)
Eric Cunningham, MPP

Hon. John Smith attended hearings during
the day.

HEARINGS # 33

CAMBRIDGE

OCTOBER 28/76

10:00am - 8:00pm	Council Chamber Cambridge City Hall	53 45 Interviews (complaints) -17 within jurisdiction -36 not within jurisdiction
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Mr. Maloney spoke noon	University of Guelph student body	Attendance: 125
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Mr. Maloney spoke evening	Cambridge-Guelph Life Underwriters' Assoc.	Attendance: 275
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Gilles Morin spoke noon Oct.29/76	Guelph Rotary Club	Attendance: 150
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Harry Worton, MPP attended
University when Mr. Maloney
spoke

HEARINGS # 34

BRACEBRIDGE

OCTOBER 20/76

10:00am -
8:00pm

Auditorium, Brace-
bridge Municipal
Bldg.

25
22 Interviews (complaints)
-5 within jurisdiction
-20 not within juris-
diction

HEARINGS # 35

HUNTSVILLE

OCTOBER 21/76

10:00am -
8:00pm

Auditorium, Town
Hall, Huntsville

(36
27 Interviews complaints)
- 6 within jurisdiction
-30 not within jurisdiction

HEARINGS # 36

DRYDEN

NOVEMBER 3/76

10:00am -
8:00pm

Best Western Motor
Inn, Dryden

33
31 Interviews (complaints)
- 17 within jurisdiction
- 16 not within jurisdiction

Gary Speranzini
spoke

Dryden High School
(2 grade 13, 1 law)

Attendance: 75

HEARINGS # 37

SIOUX LOOKOUT

NOVEMBER 4/76

10:00am -
8:00pm

Royal Canadian Legion
Hall, Sioux Lookout

(33
31 Interviews complaints
-12 within jurisdiction
-21 not within jurisdiction

Gary Speranzini
spoke

Sioux Lookout High
School assembly

Attendance: 370

<u>HEARINGS</u>	<u># 38</u>	<u>RED LAKE</u>	<u>NOVEMBER 4/76</u>
10:00am - 8:00pm		The Anglican Church Balmertown	(28 22 Interviews complaints) -10 within jurisdiction -18 not within jurisdiction
Gary Speranzini spoke		Red Lake High School (7 ind. classes)	Attendance: 200

<u>HEARINGS</u>	<u># 39</u>	<u>MARATHON</u>	<u>NOVEMBER 17/76</u>
10:00am - 8:00pm		Recreation Hall Marathon	10 Interviews - 4 within jurisdiction - 6 not within jurisdiction
Gary Speranzini spoke		Marathon District High School assembly	Attendance: 120

<u>HEARINGS</u>	<u># 40</u>	<u>NIPIGON</u>	<u>NOVEMBER 16/76</u>
10:30am - 8:00pm		Municipal Council Chamber, Nipigon	(12 11 Interviews complaints) - 8 within jurisdiction - 4 not within jurisdiction
Gary Speranzini spoke		Red Rock District High School	Attendance: 75

<u>HEARINGS</u>	<u># 41</u>	<u>GERALDTON</u>	<u>NOVEMBER 18/76</u>
10:00am - 8:00pm		Municipal Council Chamber, Geraldton	30 Interviews - 13 within jurisdiction - 17 not within jurisdiction
Gary Speranzini spoke		Geraldton High School assembly	Attendance: 130 students

HEARINGS # 42

PETERBOROUGH

NOVEMBER 25/76

10:00am -
8:00pm

County Building
Peterborough

(65
56 Interviews complaints
- 23 within jurisdiction
- 42 not within jurisdiction

Mr. Maloney
spoke
noon

Peterborough Kiwanis
Club

Attendance: 150

afternoon

Students & Faculty
Sir Sandford Fleming
College

Attendance: 25

evening

Associaton of Friends
Sir Sandford Fleming
College

Attendance: 100

Ken Cavanagh
spoke
evening

Trenton Kiwanis Club

Attendance: 50

Gary Speranzini
spoke
morning

St. Peter's Catholic
High School

Attendance: 40

HEARINGS # 43

TRENTON

NOVEMBER 26/76

10:30am -
7:30pm

Council Chamber
Trenton

71 Interviews (75 complain
- 34 within jurisdiction
- 41 not within jurisdiction

Gary Speranzini
spoke

Trenton High School
assembly

Attendance: 500

Hugh O'Neil, MPP attended
hearings briefly in the
evening.

HEARINGS # 44

MATTAWA

DECEMBER 9/76

10:00am -
8:00pm

Mattawa Town Hall

(26
24 Interviews complaints)
- 9 within jurisdiction
-17 not within jurisdiction

Gary Speranzini
spoke
afternoon

F.J.McElligott High
School

Attendance: 60

HEARINGS # 45

NEW LISKEARD

DECEMBER 8/76

10:00am -
8:00pm

Community Centre
New Liskeard

38 Interviews
- 14 within jurisdiction
- 24 not within "
(1 not determined)

Gilles Morin
Ken Cavanagh
Gary Speranzini
spoke

New Liskeard Secondary
School

Total:200 students

Gilles Morin
spoke

Ecole Secondaire
Ste. Marie

Total: 150

Gilles Morin
spoke
on Dec. 7

New Liskeard Agricultural College

Total: 100

HEARINGS # 46

ENGLEHART

DECEMBER 7/76

10:00am -
8:00pm

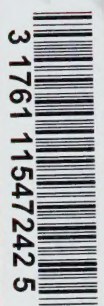
Community Centre
Englehart

(32
25 Interviews complaints)
- 20 within jurisdiction
- 12 not within "

Gary Speranzini
spoke
afternoon

Englehart High School

Attendance: 60



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